2. Call Center Performance Dashboard
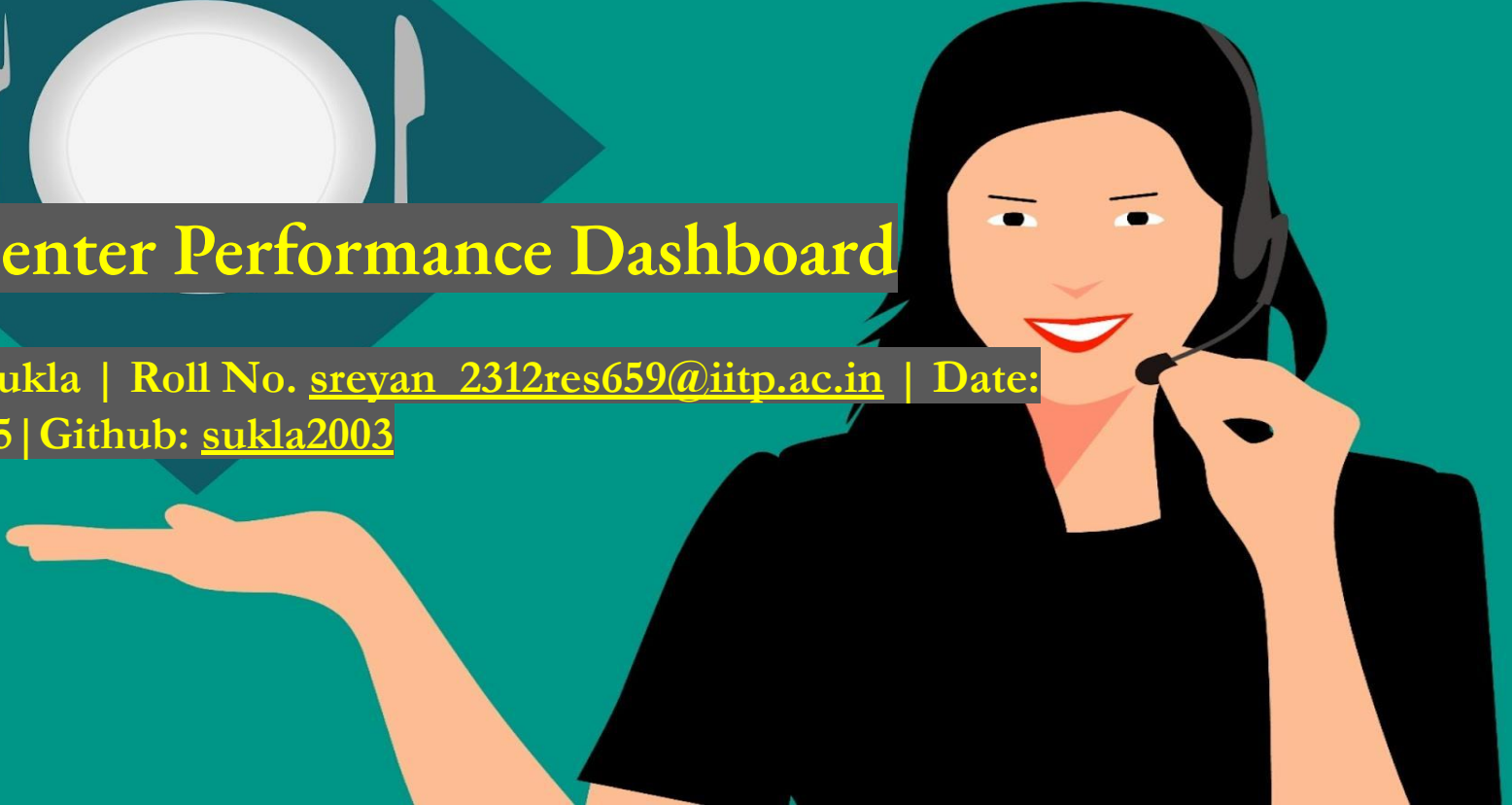
By: Sreyan Sukla | Roll No. sreyan_2312res659@iitp.ac.in | Date: 21st July 2025|Github: sukla2003

To develop a dashboard that tracks call center operations using key metrics like call duration, resolution time, and customer satisfaction scores (CSAT).

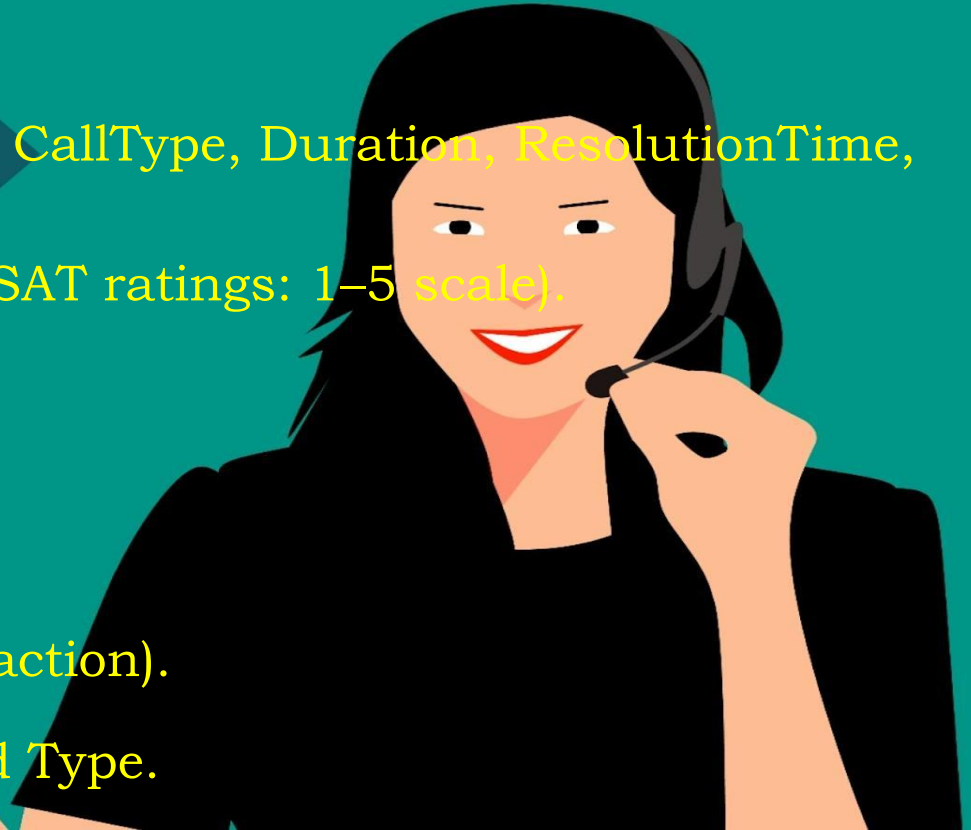The aim is to evaluate support agent performance and monitor service quality trends over time.

📒 Project Framework

Data Used:

1. Call logs (CallID, AgentName, CallType, Duration, ResolutionTime, Date).
2. Customer feedback scores (CSAT ratings: 1–5 scale).

Key Metrics:

1. Average Resolution Time.

2. CSAT Score (Customer Satisfaction).

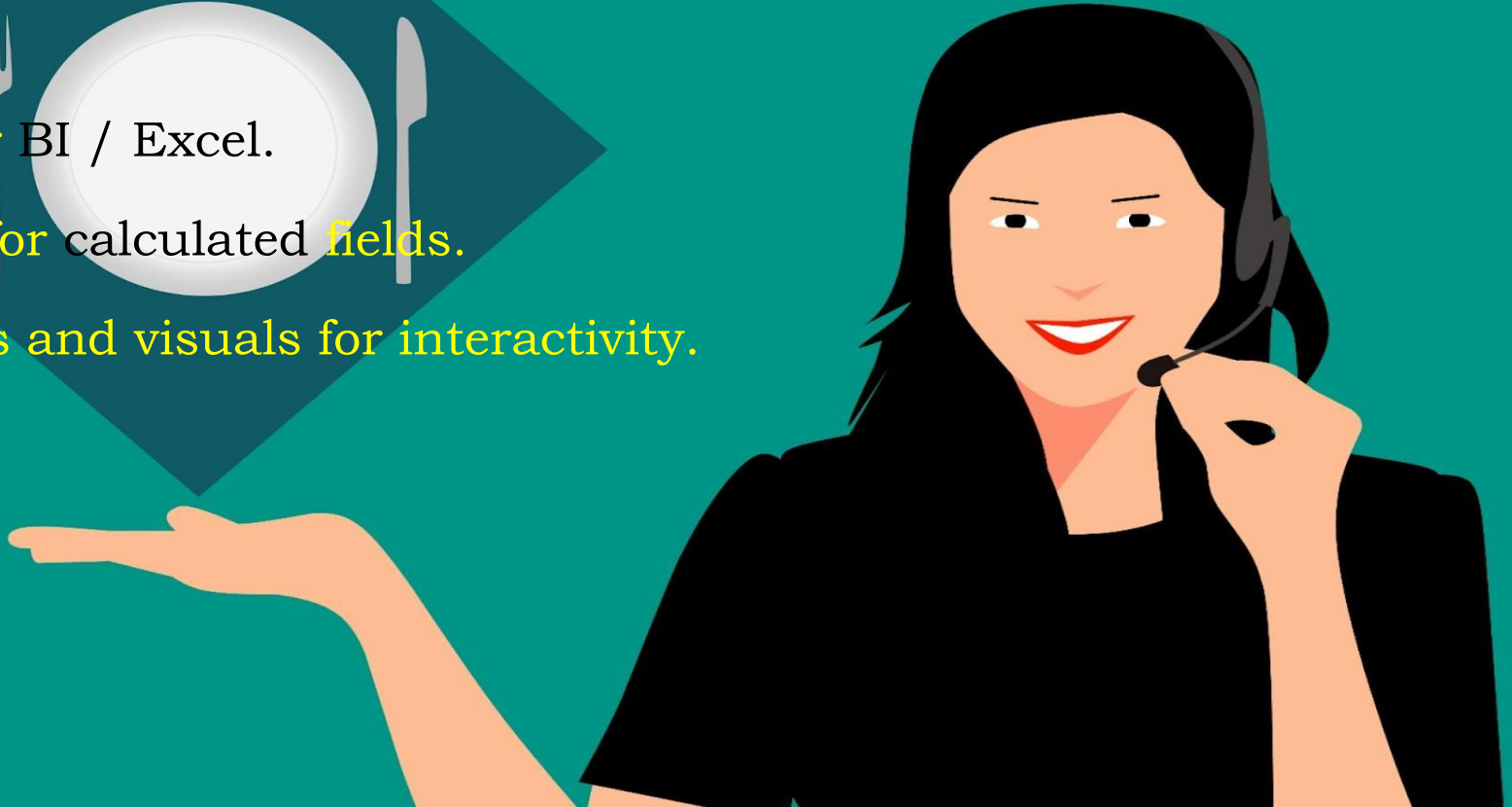3. Number of Calls by Agent and Type.

📒 Project Framework

Tools:

1. Power BI / Excel.

2. DAX for calculated fields.

3. Filters and visuals for interactivity.

Dataset Used:

CallID	AgentName	CallType	CallDate	Duration(min)	ResolutionTime(min)	CSATScore
1001	Alice	Billing	2025-07-01	4	30	5
1002	Bob	Technical	2025-07-01	5	42	3
1003	Alice	General	2025-07-01	2	20	4
1004	John	Billing	2025-07-02	6	35	2
1005	Alice	Technical	2025-07-02	7	40	4
1006	Bob	General	2025-07-03	3	25	5
1007	John	Billing	2025-07-03	8	55	2

💻 Visual Components

- **KPI Cards**: Avg. Resolution Time, Avg. CSAT Score.

7	5.00	35.29
Count of CallID	Average of Duration(min)	Average of ResolutionTime(min)
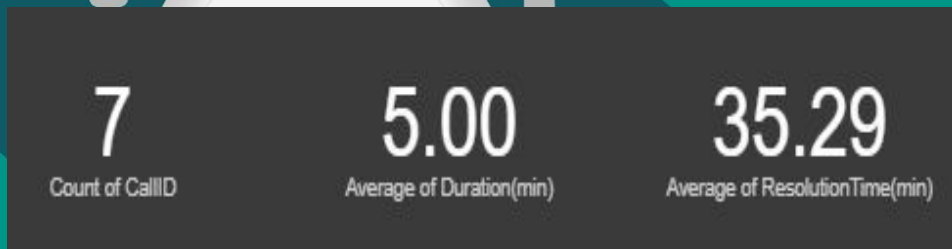
- **Line Charts**: Trend of calls and CSAT over time.

Count of CallID by Year, Quarter, Month and Day
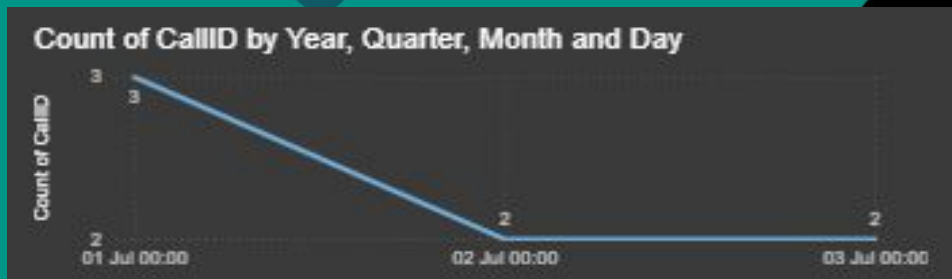
💻 **Visual Components**

- **Bar Charts**: Calls handled by each agent.

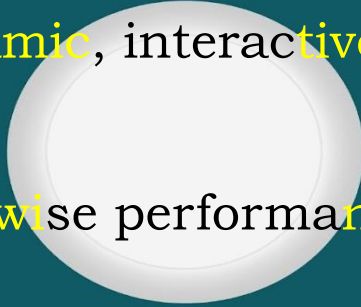**Count of CallID by AgentName**
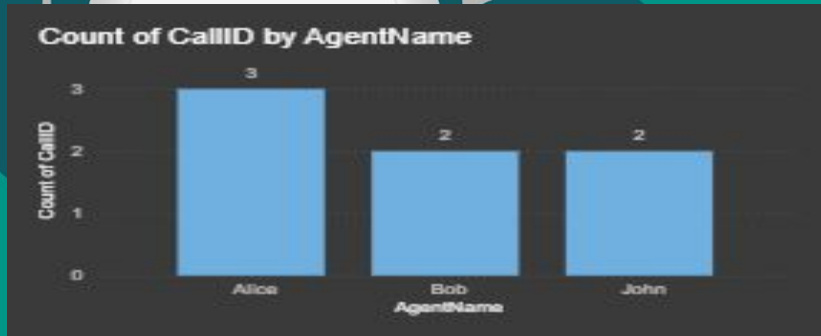
- **Filters**: Agent Name, Call Type, Date Range.
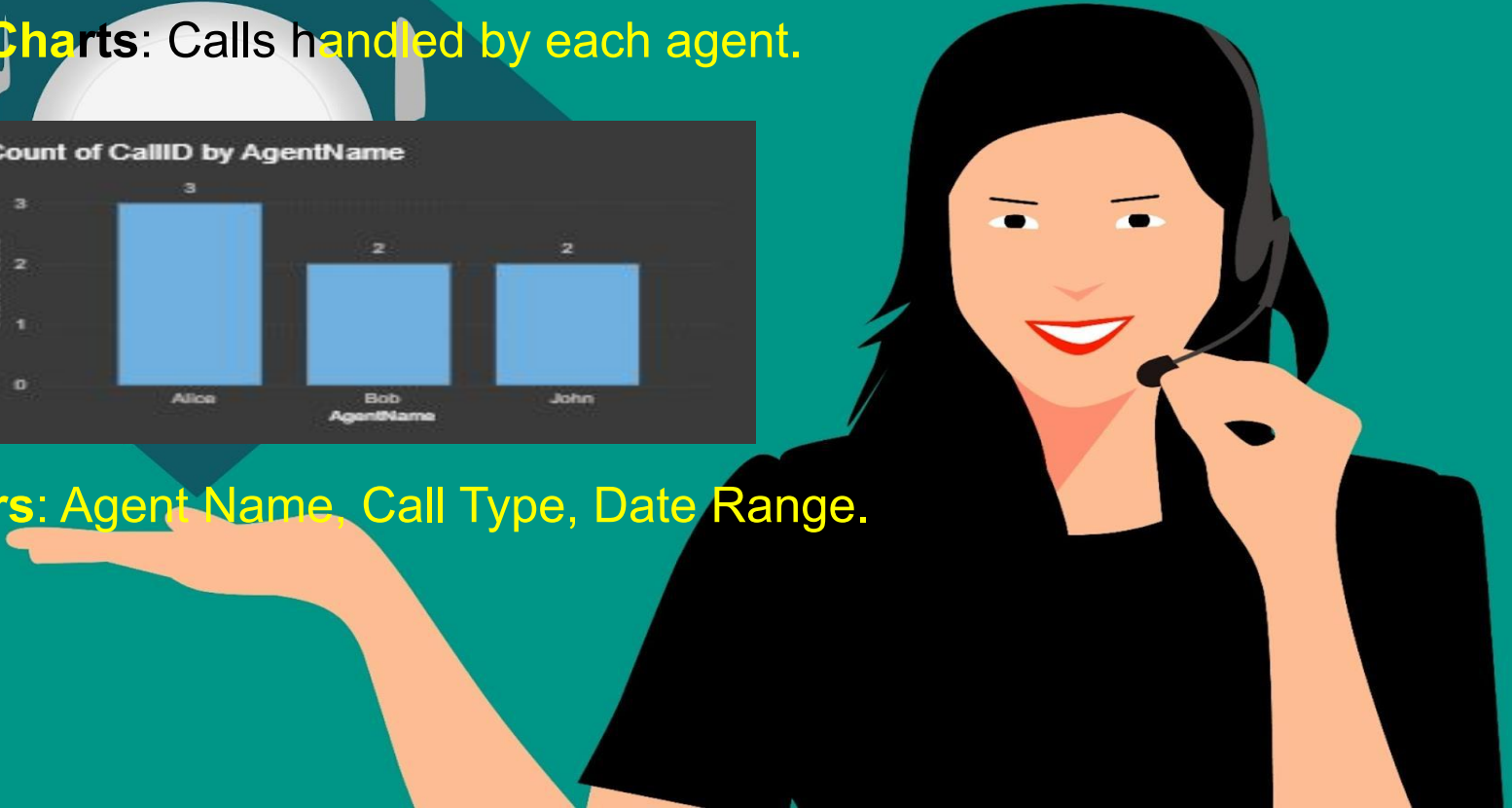
📝 **Expected Outcome**

1. A dynamic, interactive dashboard.

2. Agent-wise performance summary.

3. Clear view of customer satisfaction trends.

4. Useful for call center management decisions.

Q & A

- Feel free to ask questions.
- Contact: sreyan_2312res659@iitp.ac.in

Thank You