DASHBOARD 1: HOME

KPI'S Requirement

1. **Total Number of Calls:** We need to track and display the total number of calls received by our call center over a specified period.
2. **Total Call Duration in Hours:** It is crucial to understand the total amount of time our call center staff spends on calls in hours, which can help us in resource allocation and capacity planning.
3. **Total Call Duration in Minutes:** Similar to the total call duration in hours, this KPI provides the total call time but in minutes, offering a more granular view of call durations.
4. **Average Call Duration in Minutes:** To assess the efficiency of our agents, we need to calculate and display the average call duration in minutes. This metric can help identify trends in call handling.
5. **Response Time Percentage:** Response time is a critical factor in customer satisfaction. This KPI should display the percentage of calls answered within a predefined time frame, helping us gauge our ability to provide prompt service.

Chart's Requirement

1. **Total Call by Day (Column Chart):** Display a column chart that shows the total number of calls on each day over a specified time period.
2. **Total Calls by State (Filled Map Chart):** Create a filled map chart that visualizes the total number of calls received from different states or regions.
3. **Top Reason for Calls (Tree Map):** Implement a tree map chart to display the top reasons for calls. Each box in the tree map represents a call reason.
4. **Total Calls by Channel (Donut Chart):** Create a donut chart to showcase the distribution of calls by different communication channels.
5. **Total Calls by Sentiment (Column Chart):** Utilize a column chart to illustrate the distribution of calls by sentiment (e.g., positive, negative, neutral).
6. **Total Calls by Call Centre (Bar Chart):** Create a bar chart that presents the total number of calls handled by each call center or department.

DASHBOARD 2: GRID

1. Create a Grid View dashboard displaying a table of all call details in Power BI.
2. This should allow a user to export the grid for various filters applied.