

Using this same method through Power BI and Power Automate here is a real business example of monitoring trends and activity based on a third party survey system that Automated into this Power BI Survey Dashboard:

Month/Year: <div>All</div> <div>Clear Filters</div>									
Agent Average per Question									
Agent	Rec'd	Q1: I am satisfied with the final resolution to ((Case)) with ((Agent))	Q2: I felt confident ((Agent)) was going to be able to resolve my issue.	Q3: ((Agent)) was friendly and kept me updated regarding ((Case)).	Q4: ((Agent)) made it easy to resolve my issue and clearly explained the solution.	Q5: I am satisfied with the time it took to initially respond to my request.	Q6: I am satisfied with the time it took to resolve my issue.	Survey Score (overall)	
	12	5.00	4.92	5.00	4.92	5.00	4.92	4.96	<div>4.82</div> <div>Overall Score</div>
	14	4.71	4.71	4.86	4.71	4.64	4.71	4.73	
	6	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	3	3.67	3.67	3.67	3.67	3.67	3.67	3.67	
	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00	<div>76</div> <div>Responses</div>
	2	3.00	4.50	5.00	5.00	5.00	4.50	5.00	
	7	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	5	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	6	4.33	4.33	4.33	4.33	4.33	4.33	4.33	
Total	76	4.79	4.82	4.87	4.83	4.82	4.83	4.82	
Survey Detail	Account Name	Client Comments	Source Case	Respondent	Survey Received	Requests Contact	Case Source	Overall Score	
		Aaron was very helpful, got the job done quick and explained everything. Very nice and he...	11113061		Survey...	8/27/2024	No	Phone	5.00
		always very helpful, answered my questions.	11119739		Survey...	8/30/2024	No	Phone	5.00
		I really appreciate that he was knowledgeable with the material!	11119958		Survey...	8/29/2024	No	Phone	5.00
		Aaron was very helpful in letting me know that Tyler was aware of the issue we were havin...	11129777		Survey...	9/4/2024	No	Chat	4.50
		excellent	11138533		Survey...	9/9/2024	Yes	Phone	5.00
		Aaron knows what he's doing! I had several issues, and he quickly knew what was wrong ...	11142253		Survey...	9/10/2024	No	Chat	5.00
		Great guy to work with!	11154839		Survey...	9/17/2024	No	Chat	5.00
		I was really annoyed at this interaction. I needed the password reset for the front compute...	11113425		Survey...	8/27/2024	No	Chat	1.33
		HE WAS WONDERFUL. HELPED ME QUICKLY AND WITH EASE. ALWAYS APPRECIATE GOO...	11116140		Survey...	8/28/2024	No	Phone	5.00
		Aaron was awesome and solved our issue in a timely manner. He even reached out to exp...	11117776		Survey...	8/28/2024	No	Chat	5.00
		Very professional and friendly.	11129899		Survey...	9/4/2024	No	Voicemail	5.00
		Great job and fast.	11133462		Survey...	9/5/2024	No	Chat	5.00
		Aaron is fast, friendly, and knowledgeable. A great asset!	11137535		Survey...	9/9/2024	No	Email	5.00
		Aaron was great at explaining the correction process.	11142431		Survey...	9/10/2024	No	Voicemail	5.00
		Aaron was great, letting me know it wasn't an option that I had.	11149237		Survey...	9/13/2024	No	Chat	5.00

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