**Call Center Performance Dashboard 📞📊**

This project showcases an **Interactive Call Center Performance Dashboard** built using **Power BI**, designed to provide a comprehensive analysis of call center operations. The dashboard visualizes critical metrics such as agent performance, time-based trends, customer satisfaction, and overall call statistics, enabling better decision-making and operational efficiency.

**🎯 Project Highlights**

* **Key Metrics and Insights**:
  + Total Calls: 5000
  + Average Speed of Answer: 67.52 seconds
  + Calls Answered: 4054
  + Calls Abandoned: 946
  + Average Satisfaction Rating: 3.40
* **Agent Performance**:
  + Number of Calls Handled and Resolved by each agent.
  + Satisfaction ratings for agents based on customer feedback.
* **Time-Based Analysis**:
  + Trends in call volume over time to identify peak hours and workload distribution.
* **Customer Satisfaction Analysis**:
  + Key satisfaction metrics based on resolved and unresolved calls.
* **Call Reasons**:
  + Distribution of call topics like streaming issues, technical support, payment-related inquiries, admin support, and contract-related topics.

**🛠️ Tools and Technologies**

* **Power BI**: For creating an interactive dashboard.
* **Excel**: For data cleaning and preprocessing.
* **Dataset**: Includes detailed call records for in-depth analysis.

**📸 Dashboard Visualizations**

1. **Overall Performance**: Overview of total calls, answered calls, abandoned calls, and satisfaction ratings.
2. **Agent Performance**: Breakdown of calls handled and resolved by individual agents.
3. **Time-Based Analysis**: Call trends over time to spot peak activity.
4. **Satisfaction Analysis**: Insights into customer feedback and satisfaction levels.

**📝 Files Included**

* **Power BI File (.pbix)**: The dynamic Power BI dashboard for call center analysis.
* **Dataset (.xlsx)**: Source data for the analysis.
* **Supporting Documents**:
  + Requirements (.docx): Details the project requirements and metrics analyzed.
  + Presentation Layout (.pptx): A structured slide deck for presenting the project.
* **Snapshots**: Key visualizations of the dashboard for quick reference.

**🔍 Insights and Learnings**

This project has helped me:

* Understand call center KPIs and operations.
* Develop dynamic dashboards using **Power BI**.
* Analyze and visualize data for actionable insights.
* Enhance presentation and storytelling through data.