# Power BI Dashboard

1. Open Problems (Page 1)
   1. Multi-row card showing labour time for today, yesterday, this week, last week, this month, last month and last 30 days
   2. Cards showing Open Tickets, Projects, Internal and Sales/Request for Quote
   3. Table Time Entries - It shows the time entries. Columns shall be Time entry ID, Ticket ID, Customer name, start date time, and Labour Time
   4. Table Tickets - It shows tickets. Columns shall be Ticket ID, Created date, Customer Name, Subject, Total labour of all the time entries against the ticket, Date Updated and Stats.
   5. Table Projects - It shows Projects. Columns shall be Ticket ID, Created date, Customer Name, Subject, Total labour of all the time entries against the ticket, Date Updated and Stats.
   6. Table Internal - It shows tickets. Columns shall be Ticket ID, Created date, Customer Name, Subject, Total labour of all the time entries against the ticket, Date Updated and Stats.
   7. Table Sales/Request for Quote - It shows tickets. Columns shall be Ticket ID, Created date, Customer Name, Subject, Total labour of all the time entries against the ticket, Date Updated and Stats.
   8. Slicers
      1. Date
         1. It should filter the the Table Time Entries based on Start Date of time entry and it should filter Table Tickets based on Created Date of Ticket.
         2. It should not filter the Labour Time Multi Row Card
      2. User
         1. It should filter both Table Time Entry and Table Ticket based on their respective users
   9. Notes for Page 1
      1. Project, Internal and Sales/Request for quote are problem type. Anything other than these 3 is ticket problem type
      2. Open means where the status is not resolved
      3. Labour time means the time spend on each time entry. It will be the difference between start time date and end time date.
      4. Table Tickets, Table Projects, Table Internal, Table Sales/Request for Quote should be separate tables but visible in same location on dashboard (Use bookmarks functionality to change from one table to another)
2. Closed Problems (Page 2)
   1. Cards showing Closed Tickets, Projects, Internal and Sales/Request for Quote
   2. A chart showing the closed tickets by type
   3. A card showing average first response time. Average first response time is calculated as the average of difference between Ticket Created At Time and comment created at time against that ticket. Comment created at time can be found in “comments” column of the “Ticket” Table. Comments column contain multiple comments. The comment with minimum created at time should be considered for the purpose of calculating average first response time
   4. A chart showing closed tickets by user
   5. A table showing closed tickets. Columns shall be Ticket ID, Created at Date, Customer name, Subject, Ticket Type, Date Resolved and labour time.
   6. Slicers
      1. Date
         1. It should filter everything on the page based on created at date of ticket
      2. User
         1. It should also filter everything on the page
   7. Notes for Page 2
      1. Closed means where the status is resolved
      2. This page shall only show the details of tickets and not of projects, internal and sales/request for quote.

Notes for the entire Project

* Star Schema must be followed
* Proper formatting for dax formulas must be ensured
* Proper naming convention for all the calculated columns and measures must be ensured
* Proper commenting should be done in dax formulas and m query
* Relationship view must be arranged properly