



Challenge #401: Auto Insights Special Edition – Team 4 Performance Analysis

Description:

Welcome to Week 3 and your final challenge of the Auto Insights Weekly Challenges Special Edition. I hope you had lots of fun discovering the features of this amazing tool and are ready to start taking your insights to the next level.

A solution to the Week 2 Auto Insights challenge can be found [here](#).

A friendly reminder: To participate, you will need access to Alteryx Auto Insights (AAI), which is part of the Cloud Platform. If you do not have AAI already, you can take this opportunity to start a free [Cloud Trial](#). Additionally, remember that you can access [interactive lessons](#) in Maveryx Academy for extra assistance.

In this final challenge, you work for **HelpNow**, a software company based in the USA and renowned for their excellent customer support. You are a call centre team lead for Team 4 and are about to conduct your monthly customer service agent performance reviews. You want to use Auto Insights to identify performance trends to help facilitate your coaching conversations with customer service agents.

To solve this, you will use the **Call Centre Operation Analysis** dataset, which contains the call centre data from HelpNow. In this dataset, each row represents the calls a customer service agent takes and has information about the agent, the brand the call is related to, call type, time of call, and team details. The date range of the data is May 31, 2020, to April 30, 2022.

Task:

Create a Mission (KPI Deep Dive Report) using the preloaded **Call Centre Operation Analysis** dataset (available in the Datasets tab) using the **Calls** column as your **Measure**.

Answer the following questions for your team (Team 4):

1. The teams have a monthly competition for the greatest number of calls taken. What is the total number of calls did Team 4 take? Which rank did Team 4 place in the competition that month?
2. How did calls trend in April 2022 compared to March 2022 for Team 4?
3. Which agent(s) on Team 4 contributed most to the overall trend?
4. Which agent(s) on Team 4 had the largest increase in Average Handling Time?
5. Which call type drove this increase?
6. Going forward, you would like to monitor Team 4's productivity on a monthly basis. How can you automate this so that you receive a report on the first of every month?





Magic Documents

Your final task is to use Magic Documents to create a PowerPoint presentation for the Call Centre Sr. Manager, primarily focusing on Team 4 performance.

Solution:

To share your solution, please respond to the questions in the following [form](#) **AND** upload your PowerPoint presentation to this post.

If you answer all questions correctly AND upload the extra task to this post in the first week after its publication, you will be entered in a drawing to win Alteryx swag! Even if you are not one of the three lucky individuals to win swag for this Auto Insights challenge, posting your solution to the challenge will still count towards earning Weekly Challenge badges!

Enjoy solving this Auto Insights challenge!

Visual Asset Citation: Public Domain

Start File: AAI_Challenge_401_start_file

Solution File: AAI_Challenge_401_solution_file

Notes: [ADD ANY NOTES HERE]

