Developing Power BI custom reports for Front application

fluentpro

PROJECT BACKGROUND

The organization is a bottling partner of The Coca-Cola Company that operates in 13 African countries. Adjusting to each country's tastes, the company produces and distributes a large diversity of soft, low-calorie, energy drinks and other high-quality beverages.

In addition, the company supplies both direct and indirect employment for thousands of people in Africa. It also contributes to these countries' social and economic growth by enhancing education, providing drinking water, and developing medicine.

PROJECT DESCRIPTION

The customer success team used Front as a Customer Communication Platform. The team received customers' requests from various channels like email, WhatsApp, and calls. All the communication data was then directed to Front.

The company was constantly customizing Front to meet its specific process requirements. With these customizations, the standard reports didn't meet the needs. The company needed a kind of BI for the customer success process so that all executives could be aware of what was happening for informed decision-making. The company wanted process visibility to leverage customer experience and competitive advantage.

SOLUTION DELIVERED

Power BI's consulting team by FluentPro managed to create custom Power BI reports on a list of issues, requests, customers' feedback, and other information the company received. The data was retrieved from Front application, processed, and compiled into Power BI dashboards.

Planning and preparation

This initial phase allowed FluentPro's team of experts to work with the client to define the project's scope. This early collaboration served to identify and iron out any technical limitations or accessibility issues before the work commenced.

Prototype development and testing

After agreeing on the scope, FluentPro's engineers developed a prototype and tested it internally before sharing it with the client's team for testing and feedback.

Review and refinement

By listening to the client's feedback, FluentPro could make the necessary refinements to ensure fully customized reports that meet the organization's and its users' needs.

VALUES DELIVERED

FluentPro met all the client's requirements and developed Power BI dashboards for Front, providing essential data. The company received immense value, including:

- ✔ Efficient reports on customer experience
- ✔ Time saved, as building reports is a time-consuming process
- ✔ Data quality
- ✔ Enhanced decision-making process
- ✔ Data visibility and accessibility
- ✔ Improvements in productivity
- ✔ Increased customer satisfaction

ABOUT FLUENTPRO'S POWER BI CONSULTING TEAM

With a wealth of experience in Microsoft Power BI development, FluentPro Power BI Consulting Team helps organizations overcome operational challenges and benefit from Microsoft BI solutions.

FluentPro's Power BI Consulting Team helps with adoption and provides tailored business services that serve your organization's needs. Our professional consultants help your business to define & implement best BI strategy, establish all necessary data integration, turn your data analytics methodologies into comprehensive Power BI dashboards, and get informative insight for decision-making.

HOW WE CAN HELP WITH POWER BI

- ✔ BI Strategy & Business Analysis
- ✔ Data Warehousing Architecture & Maintenance
- ✔ Data Cleansing & Preparation & ETL
- ✔ Power BI Implementation strategy
- ✔ Integrating data from multiple sources
- ✔ Power BI Data Model
- ✔ Data Visualization Best Practices
- ✔ On-Demand Power BI Consultants

Schedule a free consultation to get help with the Microsoft Power BI

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