



FSSA - IN211

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About IN211

A free and confidential service that helps Hoosiers across Indiana find the local resources they need

Front end: Service providers who talk to the citizens who require the service

Back end: Scientists who analyze the data to improve the services that are provided

Updating IN 211

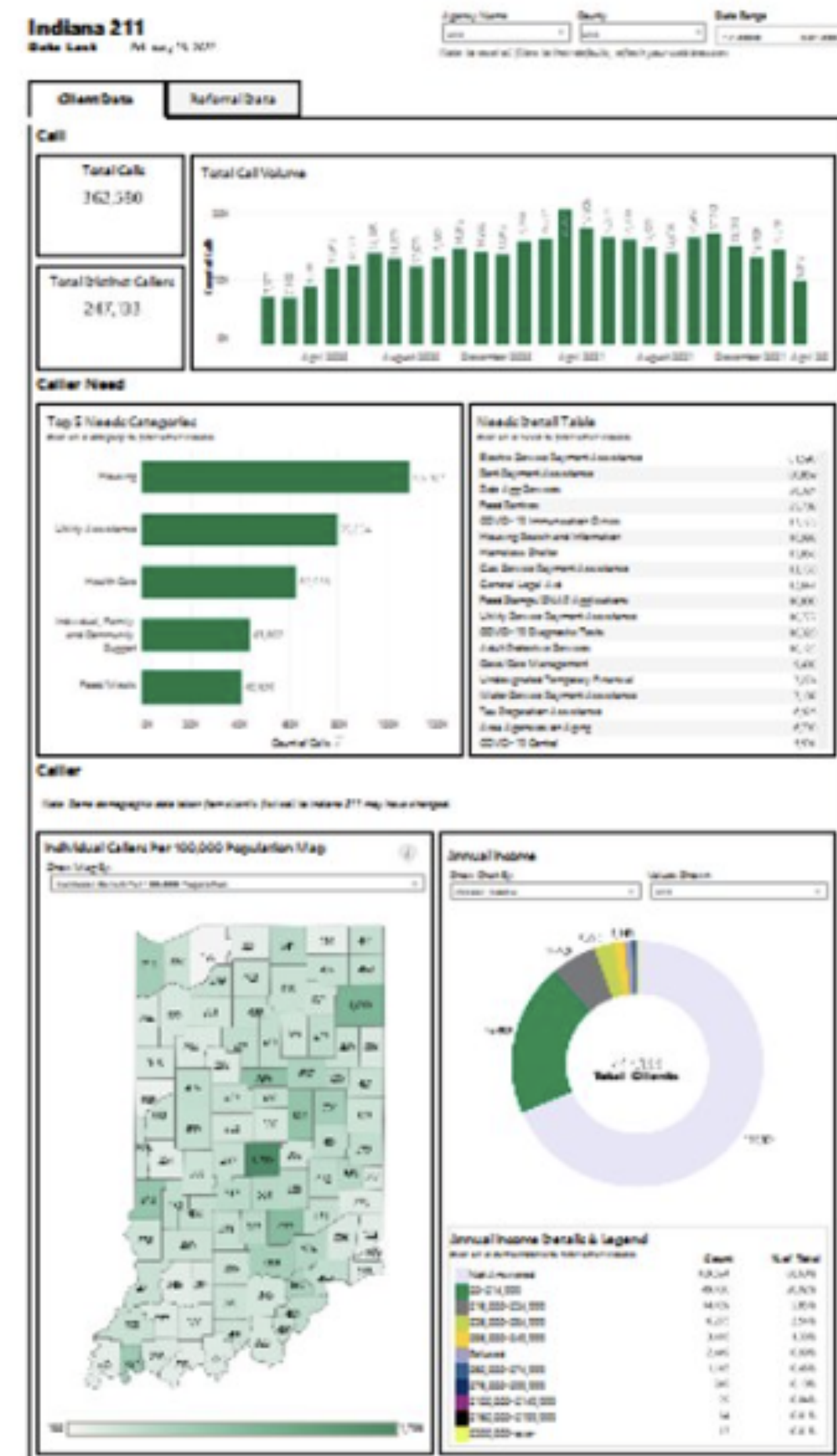
There is a public dashboard current to display the IN 211 call data. Our task was to update the IN 211 dashboard to make it more user-friendly and better convey the data.

* Photo of completed work

Internal Dashboard

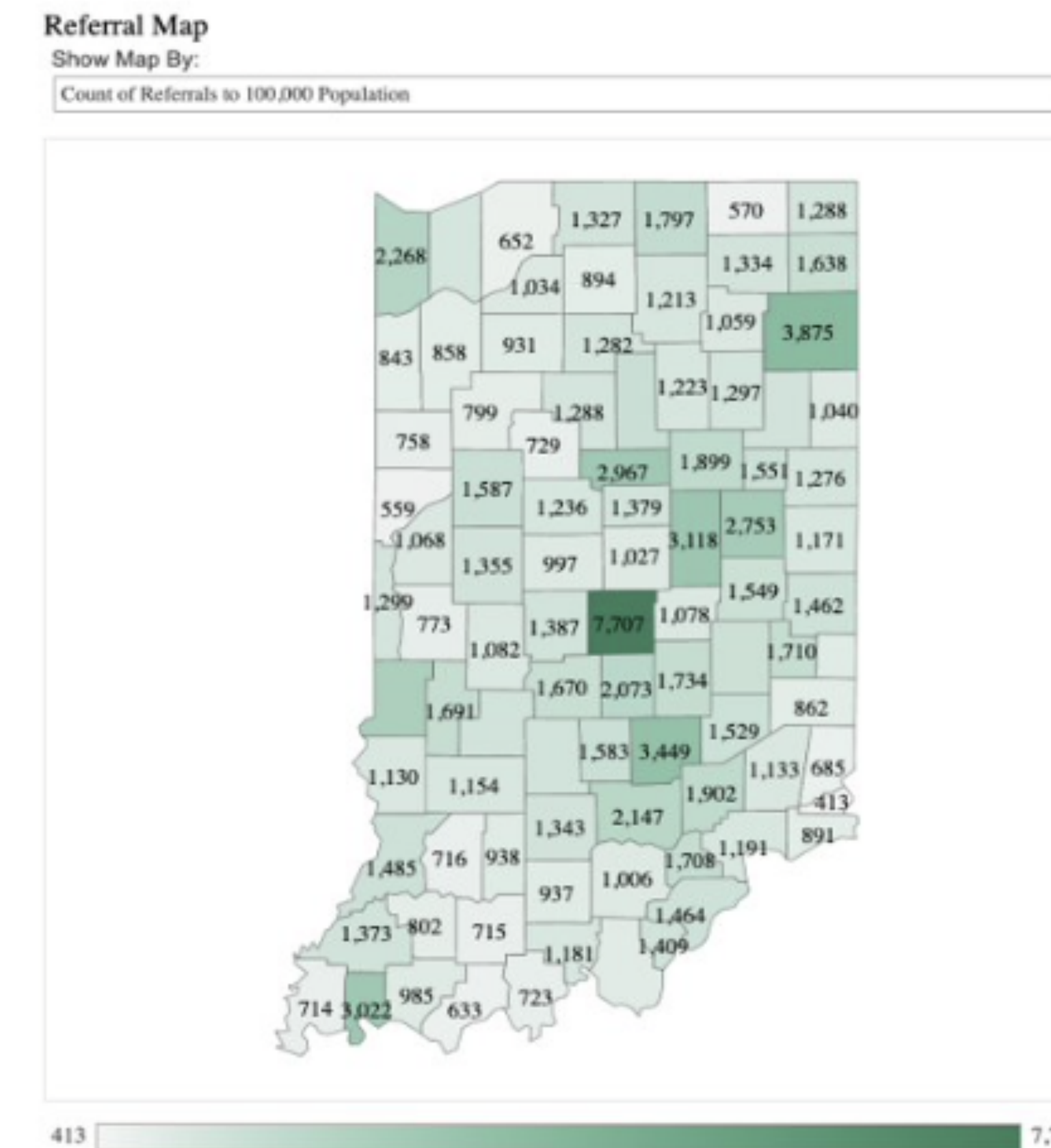
With the other call center data, we were tasked to create an internal dashboard for employees to show weekly call volumes and employee level metrics.

*Photo of completed work



Problems

- Does not clearly explain the difference between client and referral data
- The change in visualizations based on the criteria are not clear
- Improving the glitches
- Changing the scale of the graphs to accommodate the new data that will be added



Future Goals

Is there a way to look at the IN 211 data to find additional trends in the raw data?
Can we perform a literature review of how call center data is used in research how we can use that to maximize the usage of IN211 Data.