Creating Service Dashboards in Power BI Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s data-driven world, organizations require dynamic, interactive, and insightful dashboards to monitor service performance and make data-backed decisions. Creating Service Dashboards in Power BI Training Course equips professionals with advanced skills to transform raw service data into actionable intelligence. Participants will gain hands-on experience in data modeling, visualization, DAX calculations, KPIs, and interactive reporting, enabling them to optimize service operations, track key metrics, and enhance organizational efficiency. This course emphasizes practical applications, real-world case studies, and best practices for designing intuitive dashboards that drive business impact.

Through this training, participants will master Power BI’s core functionalities, including data connectivity, transformation, and visualization, to create powerful dashboards tailored for service-oriented businesses. The curriculum is designed to help professionals identify trends, measure performance, and predict service bottlenecks, leveraging modern business intelligence techniques. Whether you are a service manager, analyst, or data enthusiast, this course provides the knowledge and tools to elevate service analytics, improve decision-making, and enhance customer satisfaction using Power BI dashboards.

Programme Curriculum

Creating Service Dashboards in Power BI Training Course

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Course Duration

5 days

Course Objectives

1. Develop interactive Power BI dashboards for service monitoring.
2. Master data modeling for service-related datasets.
3. Learn advanced DAX calculations for actionable insights.
4. Implement KPI tracking for performance measurement.
5. Transform raw service data using Power Query & ETL techniques.
6. Apply visual storytelling for executive-level dashboards.
7. Integrate real-time service data for dynamic reporting.
8. Leverage AI visuals and predictive analytics in dashboards.
9. Optimize dashboards for user experience and accessibility.
10. Conduct trend analysis and service forecasting.
11. Learn best practices for data governance in Power BI.
12. Explore custom visualizations and marketplace extensions.
13. Analyze case studies of industry-leading service dashboards.

Target Audience

1. Service managers and operations leads
2. Business analysts focusing on service analytics
3. Data analysts and data visualization professionals
4. IT professionals responsible for reporting tools
5. Customer service and support managers
6. BI developers and dashboard designers
7. Consultants working with service performance data
8. Decision-makers seeking actionable service insights

Course Modules

Module 1: Introduction to Power BI for Service Dashboards

- Overview of Power BI interface and features
- Connecting to service data sources
- Understanding service KPIs and metrics
- Exploring case studies from telecom and IT services
- Introduction to dashboard design principles

Module 2: Data Modeling and Transformation

- Data cleaning with Power Query
- Creating relationships between service tables
- Implementing calculated columns and measures
- Handling service data hierarchies and dimensions
- Case study: Service request management dashboard

Module 3: DAX for Service Analytics

- Introduction to DAX formulas and functions
- Time intelligence for service metrics
- Advanced calculations for SLA tracking
- Aggregating service performance metrics
- Case study: SLA compliance dashboard

Module 4: Visualizations and Dashboard Design

- Choosing the right charts for service data
- Interactive slicers and filters
- Conditional formatting for alerts and thresholds
- Storytelling with dashboard visuals
- Case study: Customer support performance dashboard

Module 5: KPI Tracking and Performance Monitoring

- Defining KPIs for service efficiency
- Creating dynamic KPI visuals
- Trend analysis and benchmarking
- Using gauges, cards, and progress visuals
- Case study: IT service ticket resolution dashboard

Module 6: Advanced Analytics and AI Features

- Using AI visuals in Power BI
- Predictive analytics for service demand
- Clustering and anomaly detection in service data
- Forecasting service workloads
- Case study: Predictive maintenance dashboard

Module 7: Real-Time Dashboards and Power BI Service

- Connecting to live service data sources
- Configuring data refresh and alerts
- Sharing dashboards with stakeholders
- Collaborating via Power BI Service
- Case study: Real-time customer support monitoring

Module 8: Best Practices and Optimization

- Optimizing dashboard performance
- Ensuring data security and governance

- Accessibility and mobile-friendly dashboards
- Custom visuals and marketplace extensions
- Case study: Enterprise service performance dashboard

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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