

**Name:** Ruchik Chaudhari

**Project Title:** E911 Workflow Dashboard

**Company Name:** T-Mobile

**Industry Sponsor:** Mark Natale

**497 Instructor:** Monika Sobolewska

I am having an amazing experience as a TechX intern at T-Mobile. The TechX program is a 9-month part-time internship, where interns get a chance to rotate and work with two different teams during the program. I am currently in my last rotation, and working with the TASK (Tools, Automation, Security, and Knowledge) team. I am building a dashboard on Qlik Sense (a data visualization and discovery tool) which shows the workflow of a 911 call. When T-Mobile customers make a 911 call there is a lot happening behind the scenes. There are several nodes that play an important role to make the 911 call successful and it can be very difficult to visualize this workflow. These nodes contain KPIs (Key Performance Indicators). These KPIs indicate a lot of different details about the call like call drops, duration of calls, etc. There are established thresholds for each KPI, and when the KPI reaches the threshold, the engineers need to know. Now, as mentioned earlier there are several nodes for a 911 call and each node contains several KPIs, so it is challenging to find a KPI and the node when a KPI from a node reaches a certain threshold. The dashboard I am building will help engineers to visualize the workflow better and quickly identify the nodes which need immediate attention. I am confident that I should be able to finish my project by the end of the internship which is June 10<sup>th</sup>, 2022.