Project Requirements Document:

Google Fiber Call Resolution Optimization Dashboard

## **BI Analyst:** Angus Man

## **Client/Sponsor:** Google Fiber Customer Service Team

## **Purpose:** To explore trends in repeat calls to help Google Fiber customer service team leaders understand the effectiveness of first-time resolutions and improve the overall customer experience.

## **Key dependencies:** Stakeholders need access to all datasets to explore the steps taken.

## **Stakeholders**: Emma Santiago, Hiring Manager (Primary Contact) Keith Portone, Project Manager (Primary Contact) Minna Rah, Lead BI Analyst

**Team members**: Ian Ortega, BI Analyst

Sylvie Essa, BI Analyst

**Stakeholder requirements:**

**R**: Must include fields for call type, market city, date, number of calls, and number of repeat calls after first contact.

**D**: Include a chart or table measuring repeat calls by their first contact date

**D**: Include a chart exploring repeat calls by market and problem type.

**D**: Include a chart showcasing repeat calls by week, month, and quarter.

(R - required, D - desired, or N - nice to have.)

**Success criteria:**

* Project completed within the specified timeframe.
* The dashboard is fully functional and provides insights into repeat caller volumes and types of problems across different markets.
* Stakeholders are satisfied with the dashboard's ability to highlight trends and areas for improvement.

**User journeys:** No information listed, ask follow-up questions.

**Assumptions:**

* Data provided is accurate and complete.
* Stakeholders have necessary permissions to access datasets and the dashboard.

**Compliance and privacy:** Data is already anonymized and approved for use.

**Accessibility:** Dashboard must be accessible with large print and text-to-speech alternatives.

**Roll-out plan:**

Week 1: Dataset assigned. Understand the data and ensure data integrity.

Week 2: ETL development.

Week 3: Dashboard design. First draft review with peers.

Week 4: Dashboard development and testing.