Stakeholder Requirements Document: Google Fiber

BI Professional: Areeb Shafqat

Client/Sponsor: Emma Santiago, Hiring Manager

Business problem: The main objective of the team is to enhance customer satisfaction through discovering bottlenecks in operations, optimize them as much as possible, explore trends in repeat calls from customers, engage with customers, and decrease overall call volume. The resulting dashboard would reflect these aims and offer stakeholders an understanding of repeat caller volumes across various markets and the nature of the issues faced.

Primary question: How often do customers call customer support after their first inquiry or rephrase:

 "**What is the frequency of customers making repeated calls to the customer service team?**"

Stakeholders: Emma Santiago, Hiring Manager; Keith Portone, Project Manager; Minna Rah, Lead BI Analyst, Ian Ortega, BI Analyst; Sylvie Essa, BI Analyst

Stakeholder usage details: Stakeholders may view the trends through charts from the data in repeated calls made weekly, month, quarterly, and yearly. Explore these repeat caller trends in the three different market cities and the various problems that arise in these cities.

Primary requirements:
- A chart or table measuring repeat calls by their first contact date
- A chart or table exploring repeat calls by market and problem type
- Charts showcasing repeat calls by week, month, and quarter