Project Requirements Document: [Project Name]

## **BI Analyst:** Nguyễn Quốc Bảo (BI Analyst)

## **Client/Sponsor:**

## Emma Santiago, Recruitment Manager

## Keith Portone, Project Manager

## Minna Rah, BI Analyst

## **Purpose:** This project aims to provide insights into the operational performance of the Google Fiber Customer Call Center. By analyzing call data, we can identify areas for improvement, improve customer satisfaction, and optimize operational efficiency. Investing in this project will help Google Fiber reduce operating costs, increase customer loyalty, and maintain a competitive advantage.

## **Key dependencies:**

**Team:**

* Nguyen Quoc Bao (BI Analyst)
* Ian Ortega, BI Analyst
* Sylvie Essa, BI Analyst

**Key Point of Contact:** Emma and Keith

**Expected Deliverables:**

* Real-time interactive dashboard of call performance.
* Weekly/monthly reporting of key KPIs.
* In-depth analysis of trends and common issues.

## **Stakeholder requirements:**

**Easy Access and Usability:**

* The report must be easily accessible from various devices (computers, tablets, mobile phones).
* The user interface should be intuitive and user-friendly, even for users with limited technical knowledge.
* Clear and easy-to-understand user manuals should be provided.

**Accurate and Timely Information:**

* The data in the report must be accurate and updated regularly.
* Real-time reports must provide continuously updated information.
* Periodic reports must be delivered on schedule.

**Data Customization and Filtering:**

* Users should be able to customize the report to view data based on specific criteria.
* The ability to filter data by time, region, call type, etc., is required.

**Data Export Capability:**

* Users should be able to export data from the report into various formats (e.g., Excel, CSV) for further analysis.

**Data Security:**

* The data in the report must be secure and accessible only to authorized personnel.
* Compliance with personal data protection regulations is required.

**Notification Capability:**

* Users should be able to receive notifications when there are significant changes in the data or when new reports are generated.

**Feedback and Support:**

* A feedback channel should be available for users to report issues or provide feedback on the report.
* A technical support team should be available to answer user questions.

**Integration with Other Systems:**

* If possible, the report should be integrated with other Google Fiber systems to provide a more comprehensive view of operational performance.

## **Success criteria:** (Clarify what success looks like for this project. Include explicit statements about how to measure success. Use SMART criteria.)

* S (Specific): Provide interactive dashboards and periodic reports on repeat calls that are easy to understand and intuitive.
* M (Measurable): Reduce repeat call rates within 3 months.
* A (Achievable): Complete the project within 2 months with available budget and resources.
* R (Relevant): Dashboards and reports provide valuable insights to improve customer service performance and reduce call volume.
* T (Time-bound): Dashboards are deployed within 1 month, with the first report released at the end of the second month.

## **User journeys:** (Document the current user experience and the ideal future experience.)

**Today:** Stakeholders manually request reports from IT and wait.

**Future:** Stakeholders access interactive dashboards to view real-time information and create reports on demand.

## **Assumptions:** (Explicitly and clearly state any assumptions you are making.)

## Anonymized and fictitious data represents real data.

## Issue types (Type\_1 - Type\_5) are correctly classified.

## 7-day recurring call data (contacts\_n\_0 - contacts\_n\_6) is complete

## **Compliance and privacy:** (Include compliance, privacy, or legal dimensions to consider.)

* Data is anonymized and approved.
* Only those with access can view the dashboard such as: Emma Santiago, Keith Porton, Minna Rah, Ian Ortega, Sylvie Essa

**Accessibility:** (List key considerations for creating accessible reports for all users.)

* The dashboard has large print and text-to-speech options.
* Make sure the dashboard works well on multiple devices (computers, tablets, phones).

**Roll-out plan:** (Detail the expected scope, priorities and timeline.)

**Phase 1** (Weeks 1-2): Collect and analyze data, set up BI environment, define KPIs.

**Phase 2** (Weeks 3-4): Design and develop dashboards and reports, create visual charts and tables.

**Phase 3** (Weeks 5-6): Test, deploy, train users, and collect feedback.