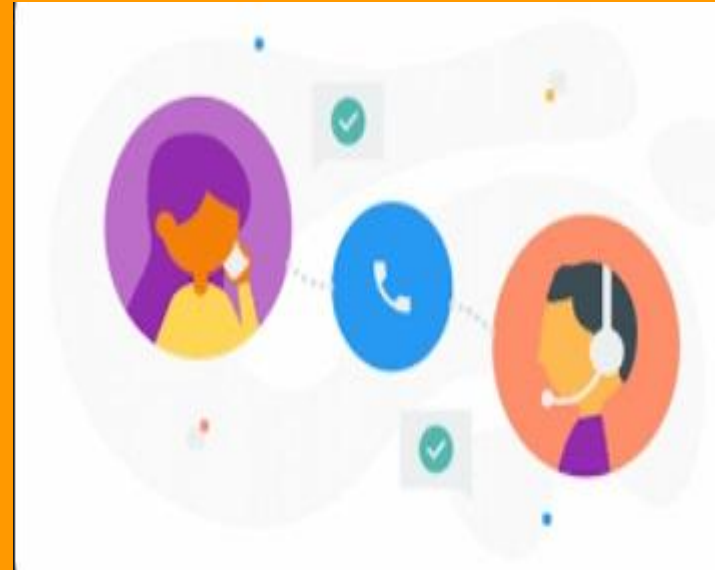


Google Fiber Customer Service

An in-depth analysis to determine how often customers are calling after their first inquiry



Customer questions



What generates repeat calls?

Analyzing the data in 4 unique charts



Repeat Monthly Calls

Viewing the monthly repeat calls allows us to know how often customers call again that week.

Repeat Calls by First Call Date

Explore the number of different types of calls by date

Calls by Market and Type

Separates calls into market and problem type



Market and Type for First Repeat Call

Visualize the problem types that generate repeat calls for market

What are the Monthly Repeats ?

January

First repeat call 2,639

Seven days later 934

February

First repeat call 2,716

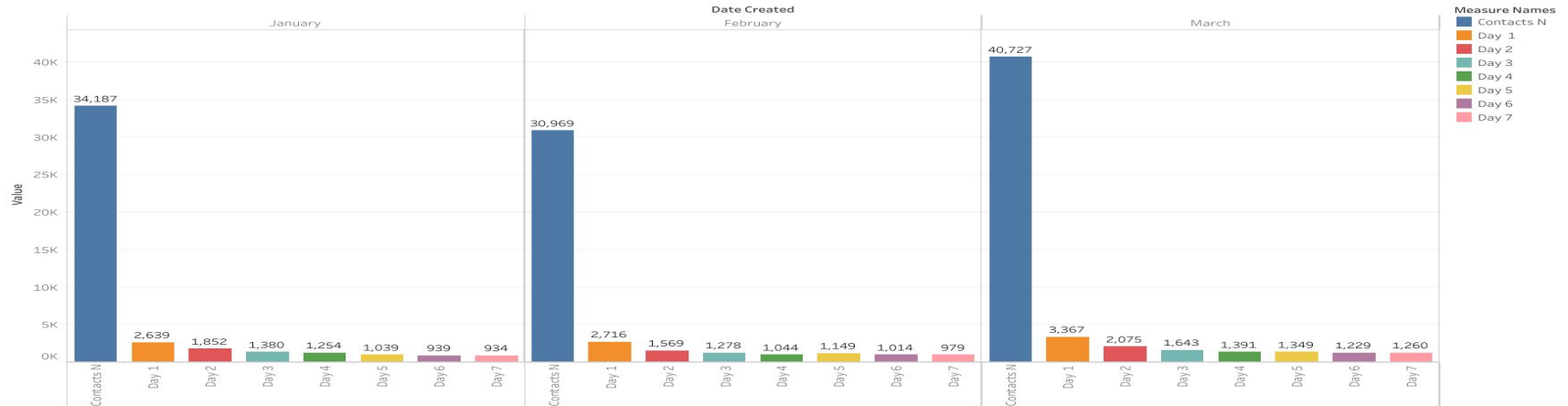
Seven days later 979

March

First repeat call 3,367

Seven days later 1,260

Repeats by Month



Repeat calls by first call date

Day 1 has the highest number of repeat calls.

Day 7 has the smallest number of repeat calls.

Repeat Calls by First Call date

Month of D.	Day of Date.	Year of Dat.	Contacts N	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
January	1	2022	643	38	29	11	5	16	35	16
	2	2022	667	55	30	57	18	20	8	17
	3	2022	1,600	104	107	54	38	38	31	49
	4	2022	1,380	114	72	60	50	49	40	60
	5	2022	1,327	104	63	27	42	59	26	31
	6	2022	1,439	104	60	35	60	50	36	35
	7	2022	1,142	88	55	60	50	49	41	61
	8	2022	718	59	63	50	24	24	14	14
	9	2022	679	70	55	33	33	11	22	17
	10	2022	1,148	91	52	48	24	28	22	22
	11	2022	1,234	111	57	54	39	22	53	34
	12	2022	1,402	109	82	21	23	48	33	38
	13	2022	1,499	116	50	35	34	36	29	24
	14	2022	1,298	51	25	40	38	30	30	40
	15	2022	876	51	37	41	51	28	18	14
	16	2022	605	44	35	35	24	32	13	12
	17	2022	1,055	68	49	55	34	20	27	27
	18	2022	1,285	119	73	44	60	24	51	23
	19	2022	1,275	109	71	52	15	44	16	37
	20	2022	1,124	96	62	54	62	37	38	28
	21	2022	1,206	83	34	59	47	37	28	29
	22	2022	1,061	64	73	52	47	38	48	39
	23	2022	876	36	29	23	24	30	17	17
	24	2022	1,321	94	70	45	54	29	29	41
	25	2022	1,149	87	55	72	30	26	47	56
	26	2022	1,236	105	53	36	30	58	57	37
	27	2022	1,025	87	48	22	64	107	16	17
	28	2022	1,592	76	59	96	59	66	55	42
	29	2022	811	68	69	43	36	37	18	31
	30	2022	582	70	34	19	34	27	21	11
February	31	2022	1,293	113	75	50	45	16	46	46
	1	2022	1,242	107	62	57	36	8	31	46
	2	2022	1,197	65	70	56	42	79	42	39
	3	2022	1,157	116	57	12	53	31	26	32
	4	2022	1,138	90	30	62	59	61	46	37
	5	2022	794	67	49	13	27	37	37	28
	6	2022	558	53	22	25	31	19	23	23
	7	2022	1,387	117	68	81	47	50	37	71
	8	2022	1,053	102	68	26	22	36	49	34
	9	2022	1,116	67	64	43	39	66	40	20
	10	2022	1,180	100	52	41	48	39	56	49
	11	2022	1,064	81	37	29	61	41	30	17
	12	2022	923	125	61	30	34	35	31	31
	13	2022	844	112	70	43	33	19	34	10
	14	2022	1,450	152	75	68	59	37	29	35
	15	2022	1,226	114	55	37	114	36	52	35
	16	2022	1,076	56	67	57	27	40	55	43
	17	2022	1,195	130	36	25	27	57	32	32
	18	2022	1,413	94	25	63	48	36	29	27
	19	2022	782	67	58	49	20	29	33	18
	20	2022	696	69	45	38	20	28	17	32
	21	2022	1,157	79	75	30	47	38	21	66
	22	2022	1,539	170	63	46	41	29	65	51
	23	2022	1,364	49	71	32	40	71	33	43
	24	2022	1,056	87	37	28	45	46	49	39
	25	2022	1,097	94	58	83	46	46	25	26
	26	2022	922	76	63	54	31	49	30	29
	27	2022	701	45	20	13	24	21	23	23
	28	2022	1,637	132	88	69	39	52	36	49
March	1	2022	1,423	121	77	76	58	36	50	58
	2	2022	1,197	133	68	77	58	69	50	58
	3	2022	1,495	134	77	80	134	85	39	39
	4	2022	1,220	92	56	61	51	49	34	47
	5	2022	973	56	69	38	23	25	32	17
	6	2022	765	50	45	35	20	31	27	24
	7	2022	1,482	130	87	70	64	48	29	72
	8	2022	1,304	104	76	77	77	22	49	42
	9	2022	1,245	124	65	39	23	62	53	47
	10	2022	1,352	93	34	25	72	35	67	35
	11	2022	1,243	83	53	73	58	66	42	31
	12	2022	884	78	36	78	13	21	14	21
	13	2022	832	96	49	46	17	17	23	14
	14	2022	1,849	116	72	58	37	25	19	84
	15	2022	1,334	140	28	41	28	41	42	47
	16	2022	1,532	114	74	38	25	52	62	66
	17	2022	1,095	88	33	19	62	37	40	51
	18	2022	1,092	65	41	59	48	51	39	39
	19	2022	745	54	55	37	36	54	38	18
	20	2022	745	68	48	22	35	23	14	11
	21	2022	1,180	151	104	70	55	57	33	69
	22	2022	1,111	140	44	70	44	59	117	90
	23	2022	1,742	160	94	65	31	68	88	95
	24	2022	1,714	130	67	42	46	66	49	38
	25	2022	1,938	172	67	80	172	68	70	31
	26	2022	1,091	98	77	85	50	57	31	22
	27	2022	973	84	46	36	46	34	23	11
	28	2022	1,642	152	74	59	53	31	26	41
	29	2022	1,457	134	78	49	27	13	38	39
	30	2022	1,926	139	85	38	31	86	34	43
	31	2022	1,546	89	59	39	83	36	38	33

Market and Problem Type

Market_1

Highest number of calls came from **type_2** and **type_5**

Market_2

Highest number of calls came from **type_2** and **type_5**

Market_3

Highest number of calls came from **type_2** and **type_5**

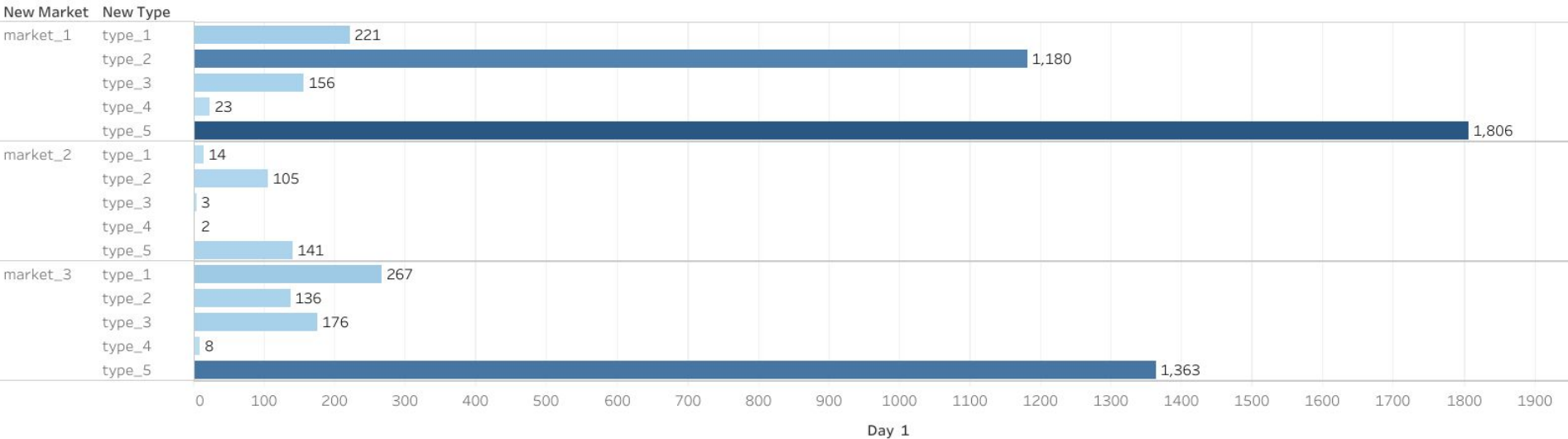
New Market	New Type	Count of									Select a Chart.. Table 2
		Contacts N	market_1 - ..	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	
market_1	type_1	2,504	90	221	136	106	114	97	86	90	
	type_2	23,665	90	1,180	831	663	623	603	565	577	
	type_3	1,353	90	156	128	116	80	69	71	71	
	type_4	284	90	23	15	16	14	9	10	8	
	type_5	17,527	90	1,806	1,043	788	645	640	524	523	
market_2	type_1	290	90	14	11	9	4	4	7	3	
	type_2	1,997	90	105	51	31	38	26	20	36	
	type_3	77	90	3	2	4	3	3	4	5	
	type_4	20	90	2	1	2		2	1		
	type_5	2,005	90	141	77	45	37	39	27	30	
market_3	type_1	759	90	267	240	225	207	201	181	177	
	type_2	2,549	90	136	99	108	69	78	67	81	
	type_3	994	90	176	128	110	96	76	85	83	
	type_4	80	90	8	5	4	2	2	3	4	
	type_5	10,835	90	1,363	718	476	363	344	334	290	

Market and problem types that are generating calls

market_1 and market_3

type_2 and type_5

Market and Problem Type of First Repeat Call



Thank you!