**Stakeholder Requirements Document: Google Fibre**

## **BI Professional:**

Lumi Luka

## **Client/Sponsor:**

Google Fibre

## **Business problem:**

* How often does the customer service team receive repeat calls from customers?
* What problem types generate the most repeat calls?
* Which market city’s customer service team receives the most repeat calls?

**Stakeholders:**

Emma Santiago, Hiring Manager

Keith Portone, Project Manager

Minna Rah, Lead BI Analyst

## **Stakeholder usage details:**

The stakeholders will use the tool to explore trends in repeat callers

**Primary requirements:**

**Desired**

* Understand how often customers are calling customer support after their first inquiry; this will help leaders understand how effectively the team is able to answer customer questions the first time. R
* Provide insights into the types of customer issues that seem to generate more repeat calls. D
* Explore repeat caller trends in the three different market cities. R
* Design charts so that stakeholders can view trends by week, month, quarter, and year. R
* A chart or table measuring repeat calls by their first contact date. R
* A chart or table exploring repeat calls by market and problem type. R
* Charts showcasing repeat calls by week, month, and quarter. D