# Project Requirements Document: Google Fiber C.C.C.

**BI Analyst:** Leana Yee

**Client/Sponsor:** Google Fiber

**Purpose:** Google Fiber is dedicated to connecting people and businesses in optimal fiber optic internet. Google Fiber is interested in trends that showcase how often clients are calling after their initial inquiry and why they are calling. Insights are directed towards decreasing call volumes and increasing customer satisfaction.

## Key dependencies:

**Stakeholders:**
- Emma Santiago, Hiring Manager
- Keith Portone, Project Manager
- Minna Rah, Lead BI Analyst
    - Dashboard needs to be accessible, with large print and text-to-speech alternatives

**Team Members:**

- Ian Ortega, BI Analyst
- Sylvie Essa, BI Analyst

 *Primary contacts are **Emma and Keith**

## Stakeholder requirements:

- 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: Dashboard should demonstrate an understanding of repeated caller volume and trends in customer satisfaction

**Success criteria:**

- Finding insights to decrease call volume
- Improve operational optimization
- Dashboard should demonstrate an understanding of this goal and provide stakeholders with insights about repeat caller volumes in different markets and the types of problems they represent

**User journeys: No info mentioned, ask follow-up questions**

**Assumptions: No info mentioned, ask follow-up questions**

**Compliance and privacy:** anonymization of data

**Accessibility:** Dashboard needs to be accessible, with large print and text-to-speech alternatives

**Roll-out plan: No info mentioned, ask follow-up questions**
- When is the completed dashboard expected?
- Are the number of days from initial contact to next calls relevant?