**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Luna McBride, BI Analyst

## **Client/Sponsor:** Emma Santiago, Hiring Manager

## **Business problem:** Google Fiber would like to investigate repeat callers to see how often they are calling again, why they are calling again, and upgrade the overall customer experience.

**Stakeholders:**

Emma Santiago, Hiring Manager

Keith Portone, Project Manager

Minna Rah, Lead BI Analyst

## **Stakeholder usage details:** The stakeholders will use the dashboard to lower overall call volume and increase customer satisfaction by identifying trends in the recall rates.

**Primary requirements:**

The dashboard needs to have large print and text-to-speech for accessibility.

The dashboard needs charts for weekly, monthly, and quarterly repeat calls.

The dashboard needs charts by first call date.

The dashboard needs charts based on market and problem types.