Project Requirements Document: Google Fiber

## **BI Analyst:** Marco Nashaat

## **Client/Sponsor:** Keith Portone

## **Purpose:** Decrease the number of calls received by the call center by increasing customer satisfaction.

**Key dependencies: fictional** Dataset originated from the original dataset hence UII are already removed and the data integrity is validated.

Primary contacts are Emma Santiage, Keith Portone.

**Stakeholder requirements:**

* Chart or table measuring repeat calls by their first contact date. [R]
* Chart or table exploring repeat calls by market and problem type. [R]
* Chart showcasing repeat calls by week, month, quarter. [R]

## **Success criteria:**

* Specific: decrease number of calls by increasing customer satisfaction.
* Measurable: calculate the number of repeated calls and the reason for it.
* Action-oriented:
* Relevant:
* Time-bounded: visuals should include drill down by week, month, quarter.

## **User journeys:** the purpose of the project is to increase customer satisfaction which in turn decrease the number of repeated calls.

## **Assumptions:** none

## **Compliance and privacy:** UII to be removed from the dataset.

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

## **Roll-out plan:**

* Stage1: create a project plan and approve from stakeholders.
* Stage2: create first dashboard draft and get feedback.
* Stage3: finalize dashboard.