**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Marco Nashaat

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

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

**Stakeholders:**

* Emma Santiago, Hiring Manager.
* Keith Portone, Project Manager.
* Minna Rah, Lead BI Analyst.

## **Stakeholder usage details:** stakeholders will use the dashboard to explore trends in repeated calls and common problems on different time periods (week, month, and quarter).

**Primary requirements:**

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