**Strategy Document: Google fiber**

**Sign-off matrix:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Team / Role** | **Date** |
|  |  |  |

**Proposer:** [Name and title]

**Status:** [Draft] > Under review > Implemented | Not implemented (Highlight current status)

**Primary dataset:** call center dataset

**Secondary dataset:** none

## User Profiles Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa.

# **Dashboard Functionality**

|  |  |
| --- | --- |
| **Dashboard Feature** | **Your Request** |
| Reference dashboard  (Should this dashboard be modeled on an existing dashboard? If so, provide a link and describe the similarity.) | Build a new dashboard. |
| Access  (How should access to the dashboard be limited? Who needs to have access?) | Access to dashboard should be to the listed user profiles in the document |
| Scope  (What data should be included or excluded in this dashboard?) | Fields include date, market, problem\_type, contact\_n, and contact\_n\_# |
| Date filters and granularity  (Should the dashboard include date filters? If so, what time frame should be displayed by default? Should the dashboard include a “granularity” drop-down? If so, what granularity should be selected by default?) | Data filter can be applied to week month and quarter. |

# **Metrics and Charts**

Create a table for each chart that you’d like to include in the dashboard. If you’d like to break the dashboard under different headers, feel free to list those here as well.

### Chart 1

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Repeat calls by first contact |
| Chart type  (What type of chart needs to be created?) | Line chart |
| Dimension(s)  (What dimensions does this chart need to include?) | First contact date |
| Metric(s)  (What metrics are relevant to this chart?) | Number of repeated calls |

### Chart 2

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Repeat calls by market and problem type |
| Chart type  (What type of chart needs to be created?) | Bar chart |
| Dimension(s)  (What dimensions does this chart need to include?) | Market/problem type |
| Metric(s)  (What metrics are relevant to this chart?) | Number of repeated calls |

### Chart 3

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Repeat calls over time |
| Chart type  (What type of chart needs to be created?) | Line chart |
| Dimension(s)  (What dimensions does this chart need to include?) | Date (week, month, quarter) |
| Metric(s)  (What metrics are relevant to this chart?) | Number of repeated calls |

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