Follow-up Questions Document: Google Fiber

## **BI Analyst:** Saumi Rahnamay

## **Client/Sponsor:** Google Fiber Customer Service

* What is your desired timeline for the project?
  + Is there a roll-back plan?
* Do you have data or information regarding the customer experience in calling customer support, either initially or repeatedly? A survey, or testimonials? This sort of information could help determine why customers call customer support again.
* Do you have a reference dashboard in mind?