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| Group of people discuss something | | |
| Google Fiber Interview Executive Summary | | |
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| Project Overview | | |

**Description**: This mock project seeks to improve the quality of the customer service department of the fictional internet company Google Fiber.

**Problem**: Google Fiber wants to understand how often customers phone customer support again after their first inquiry. By understanding what factors influence customers to phone multiple times (i.e., problem type, and market area), Google Fiber can take measures to offer more effective customer service, and thereby reduce repeat caller volume.

**Solution**: Google Fiber has hired me as a BI professional to produce insights regarding repeat caller trends via a repeat caller data set.

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| Details | | |
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**Successful implementation**:

* Stakeholders must have access to datasets.
  + Dashboard access: Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa
* Visualize key metrics regarding repeat caller behavior: repeat calls by day, week, month, and quarter and repeat calls by market and problem type.
* Fictionalized version of the team’s working dataset. Already anonymized and approved; stakeholders must have access to the dataset to monitor my work.
* Large print and text-to-speech alternatives available.

**Results Summary**:

* The company was able to reduce repeat caller volume by 40% by updating their website to include an FAQ on certain common technical issues.

**Next Steps**:

* The next problem type to address is Internet and WIFI problems.
* Market\_1 seems to be dealing with construction issues, which are readily addressable.