**Strategy Document: Google Fiber**

**Sign-off matrix:**

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

**Proposer:** Emma Santiage, Hiring Manager

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

**Primary dataset:** Caller Dataset

## User Profiles: **Google Fiber Customer Service Team**

Stakeholders:

Emma Santiage, Hiring Manager

Keith Portone, Project Manager

Minna Rah, Lead BI Analyst

Ian Ortega, BI Analyst

Sylvie Essa, BI Analyst

**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.) | N/A |
| Access  (How should access to the dashboard be limited? Who needs to have access?) | Emma Santiago, Hiring Manager;  Keith Portone, Project Manager;  Minna Rah, Lead BI Analyst;  Ian Ortega, BI Analyst;  Sylvie Essa, BI Analyst |
| Scope  (What data should be included or excluded in this dashboard?) | Include:   * Number and Frequency of repeat callers * Repeat caller initial contact date * Number of days since initial contact date * (Anonymized) Repeat caller market cities * Number and Frequency of type of problem |
| 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?) | Timescales:   * By week * By month * By quarter * By year   Granularity:   * Charts should have the ability to click on metrics to view specific information |

# **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 | Number of repeat calls by initial contact date |
| Chart type  (What type of chart needs to be created?) | Histogram |
| Dimension(s)  (What dimensions does this chart need to include?) | X = First Contact Date  Y = Number of Repeat calls |
| Metric(s)  (What metrics are relevant to this chart?) | contacts\_n, contacts\_n\_1, contacts\_n\_2…  Number of repeat calls after first contact data  Time scale data |

### Chart 2

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Number of repeat calls by market city |
| Chart type  (What type of chart needs to be created?) | Box plot |
| Dimension(s)  (What dimensions does this chart need to include?) | X = Market City  Y = Number of repeat calls |
| Metric(s)  (What metrics are relevant to this chart?) | Market City data  Number of repeat calls  Time scale data |

### Chart 3

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Number of repeat calls by problem type |
| Chart type  (What type of chart needs to be created?) | Box plot |
| Dimension(s)  (What dimensions does this chart need to include?) | X = Type of problem  Y = Number of repeat calls |
| Metric(s)  (What metrics are relevant to this chart?) | Type\_#  Number of repeat callers  Time Scale data |

### Dashboard mockup

A graph chart with rectangles

Description automatically generated