

# Stakeholder Requirements Document: Google Fiber

## BI Professional:

Mr Dean Walsh

## Client/Sponsor:

Emma Santiago  
Hiring Manager  
Google Fiber

## Business problem:

The customer service call centre is aiming to reduce the number of calls required to handle queries, while also improving customer satisfaction.

## Stakeholders:

- Emma Santiago, Hiring Manager
- Keith Portone, Project Manager
- Minna Rah, Lead BI Analyst
- Ian Ortega, BI Analyst
- Sylvie Essa, BI Analyst

## Stakeholder usage details:

Stakeholders will use the provided dashboard to explore trends in repeat calls, identify why customers are having to call more than and find ways to improve the overall customer experience.

## Primary requirements:

A chart or table measuring repeat calls by first contact date.

A chart or table exploring repeat calls by market and problem type.

Charts showcasing repeat calls by week, month and quarter.

Explorer trends in repeat calls across three cities