Strategy Document: Google Fiber

Sign-off matrix:

Name	Team / Role	Date
Jakub Khan	BI Analyst	25/11/2023

Proposer: Emma Santiago, Hiring Manager

Status: Draft > Under review > <mark>Implemented</mark> | Not implemented

Primary dataset: market_1, market_2, market_3

User Profiles:

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.)	Build a new dashboard to explore the number of repeat callers and their problem types in three different market cities
Access (How should access to the dashboard be limited? Who needs to have access?)	Access will be provided as read-only to the user profiles listed in this document
Scope (What data should be included or excluded in this dashboard?)	Fields include: date, market, problem_type, contact_n and contact_n_#different market cities
Date filters and granularity (Should the dashboard include date filters? If so, what time frame should be displayed by default?	Data filters can be applied for the following: Week, Month, Quarter

Should the dashboard include a "granularity" drop-down? If so, what granularity should be selected by default?)	Granularity: Any chart with detailed metrics should have the ability to click on that metric 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.

Will need clarification, ask follow up questions

Chart 1

Chart Feature	Your Request
Chart title	**Repeat callers by first contact date**
Chart type (What type of chart needs to be created?)	Table
Dimension(s) (What dimensions does this chart need to include?)	Day of initial call, subsequent repeat calls
Metric(s) (What metrics are relevant to this chart?)	Contact

Chart 2

Chart Feature	Your Request
Chart title	**Market and Problem Type of first repeat Calls**
Chart type (What type of chart needs to be created?)	Bar
Dimension(s) (What dimensions does this chart need to include?)	Call type, market, contact_n_1
Metric(s) (What metrics are relevant to this chart?)	Contact

Chart 3

Chart Feature	Your Request
Chart title	Calls by Market and Type
Chart type (What type of chart needs to be created?)	Table
Dimension(s) (What dimensions does this chart need to include?)	Market, call type, day
Metric(s) (What metrics are relevant to this chart?)	Contact

Chart 4

Chart Feature	Your Request
Chart title	Repeats by Week, Month, and Quarter
Chart type [What type of chart needs to be created? This could include any chart type, including a line chart (timeseries), bar chart, or table.]	Bar
Dimension(s) [What dimensions does this chart need to include?]	Date, contact
Metric(s) [What metrics are relevant to this chart?]	Date