

# Stakeholder Requirements Document: Google Fiber

**BI Professional:** Jakub Khan

**Client/Sponsor:** Emma Santiago, Hiring Manager

**Business problem:** How often do Customers repeatedly contact customer support and how can Google Fiber improve their experience? Creating a Dashboard should provide the stakeholders with insights about repeat caller volumes in different markets and their problem type.

**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:** Insights will enable stakeholders to explore trends in repeat callers and show how effective the team is at solving customer problems.

## **Primary requirements:**

- Identify the types of problems representative of repeat callers
- Diagram presenting repeat calls by first contact date
- Diagram showcasing repeat calls by market and problem type
- Charts showcasing repeat calls by week, month, and quarter
- Analyze repeat caller trends in three different market cities
- Charts designed to view trends by week, month, quarter and year