**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Vladisav Plyusnin

## **Client/Sponsor:** Google Fiber customer service team

## **Business problem:** The team needs to understand how often customers again phone customer support after their first inquiry, as well as how to improve the overall customer experience

**Stakeholders:**

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* Emma Santiago, Hiring Manager
* Keith Portone, Project Manager
* Minna Rah, Lead BI Analyst

**Team members:**

* Ian Ortega, BI Analyst
* Sylvie Essa, BI Analyst

## Primary contacts are Emma and Keith

## **Stakeholder usage details:**

Dashboard needs to be accessible, with large print and text-to-speech alternatives.

**People with dashboard-viewing privileges:**

Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa

**Primary requirements:**

How often does the customer service team receive repeat calls from customers?

What problem types generate the most repeat calls?

Which market city’s customer service team receives the most repeat calls?