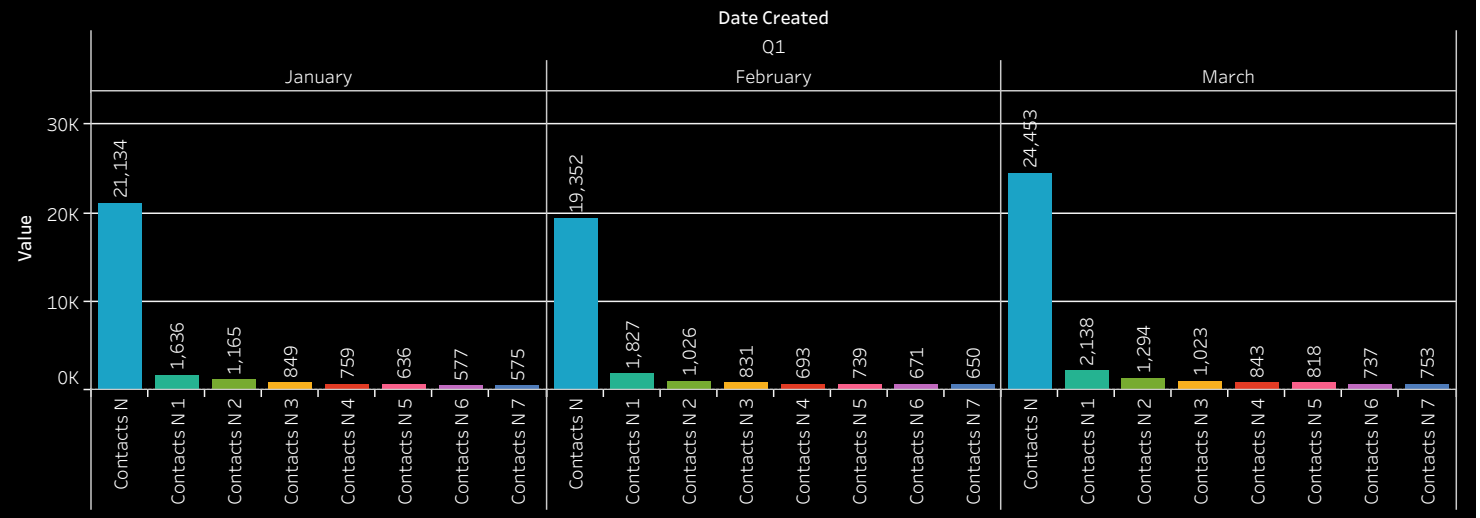
Google Fiber Repeat Calls

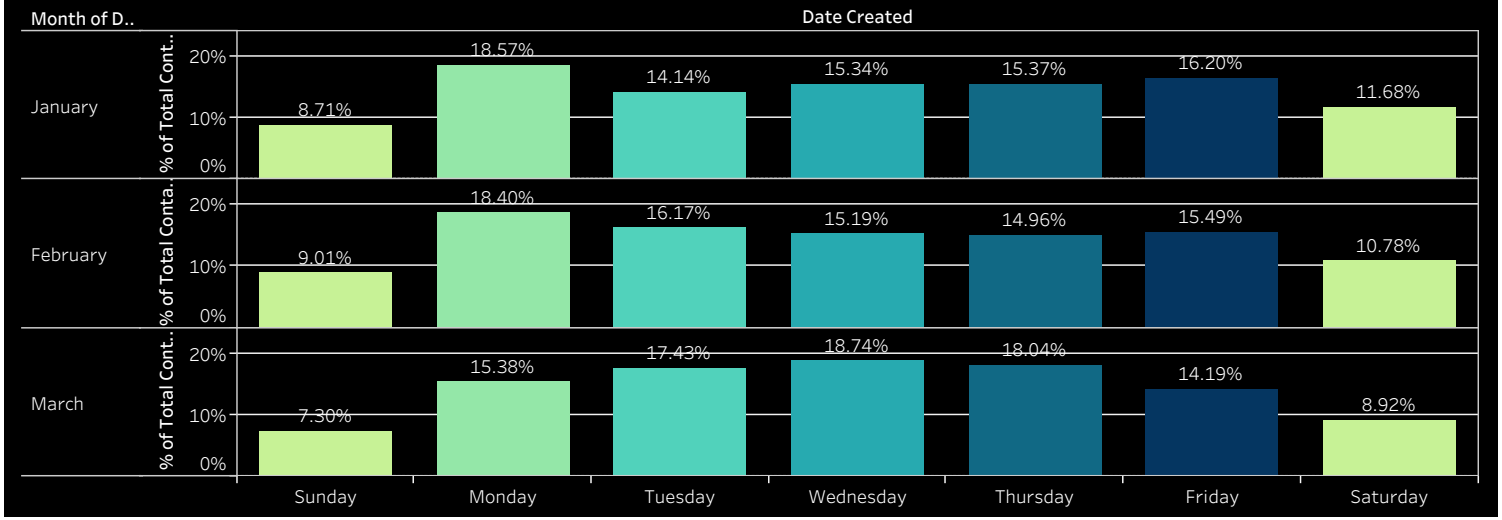
Repeats by Month •The chart shows the number of repeat calls received by customer service each month. Contacts_N is the customer's first contact date. Subsequent columns show the number of contacts made during the next seven days. For instance, 1,636 customers called again one day after their initial contact, but only 575 customers called again seven days later in January. •The second chart illustrates the percentage of first contact calls by day of the week. In January, only 8.71% of customers initiated contact on Sunday. The majority of customers initiated contact on the first working day of January.

Tables
The initial table enables stakeholders t..

Repeats by Month



Day 0 Calls by Day of Week



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Repe ats b y Mo nth ..

Tables
The initial table enables stakeholders to examine the number of distinct call types by date. The second table then separates calls into market and problem type to provide more specific information about which markets experience the most calls and the problems customers have that seem to prompt repeat calls.

Day 1 Calls by Market The Ma..

Repeat Calls by First Call Date

Month, Day, Year o..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..	Contact..
January 1, 2022	386	28	25	14	16	7	7	8
January 2, 2022	396	31	18	37	13	10	4	9
January 3, 2022	983	62	62	39	34	23	17	28
January 4, 2022	806	73	50	36	26	15	25	29
January 5, 2022	844	74	38	15	21	32	15	17
January 6, 2022	989	66	36	19	34	34	23	25
January 7, 2022	701	48	31	37	36	25	28	26
January 8, 2022	433	37	38	28	17	15	16	8
January 9, 2022	391	42	32	19	20	10	13	10
January 10, 2022	704	54	35	37	28	15	17	13
January 11, 2022	725	70	35	34	22	14	27	18
January 12, 2022	827	65	51	13	14	26	17	25
January 13, 2022	957	78	30	20	18	20	19	16
January 14, 2022	850	36	14	22	22	15	19	24
January 15, 2022	512	30	20	23	30	15	11	8
January 16, 2022	358	27	20	19	13	18	7	7

Calls by Market and Type

New Market	New Type	Contacts N	Contacts N 1	Contacts N 2	Contacts N 3	Contacts N 4	Contacts N 5	Contacts N 6	Contacts N 7
market_1	type_1	2,504	221	136	106	114	97	86	90
	type_2	23,665	1,180	831	663	623	603	565	577
	type_3	1,353	156	128	116	80	69	71	71
	type_4	284	23	15	16	14	9	10	8
	type_5	17,527	1,806	1,043	788	645	640	524	523
market_2	type_1	290	14	11	9	4	4	7	3
	type_2	1,997	105	51	31	38	26	20	36
	type_3	77	3	2	4	3	3	4	5
	type_4	20	2	1	2		2	1	
	type_5	2,005	141	77	45	37	39	27	30
market_3	type_1	759	267	240	225	207	201	181	177
	type_2	2,549	136	99	108	69	78	67	81
	type_3	994	176	128	110	96	76	85	83
	type_4	80	8	5	4	2	2	3	4
	type_5	10,835	1,363	718	476	363	344	334	290

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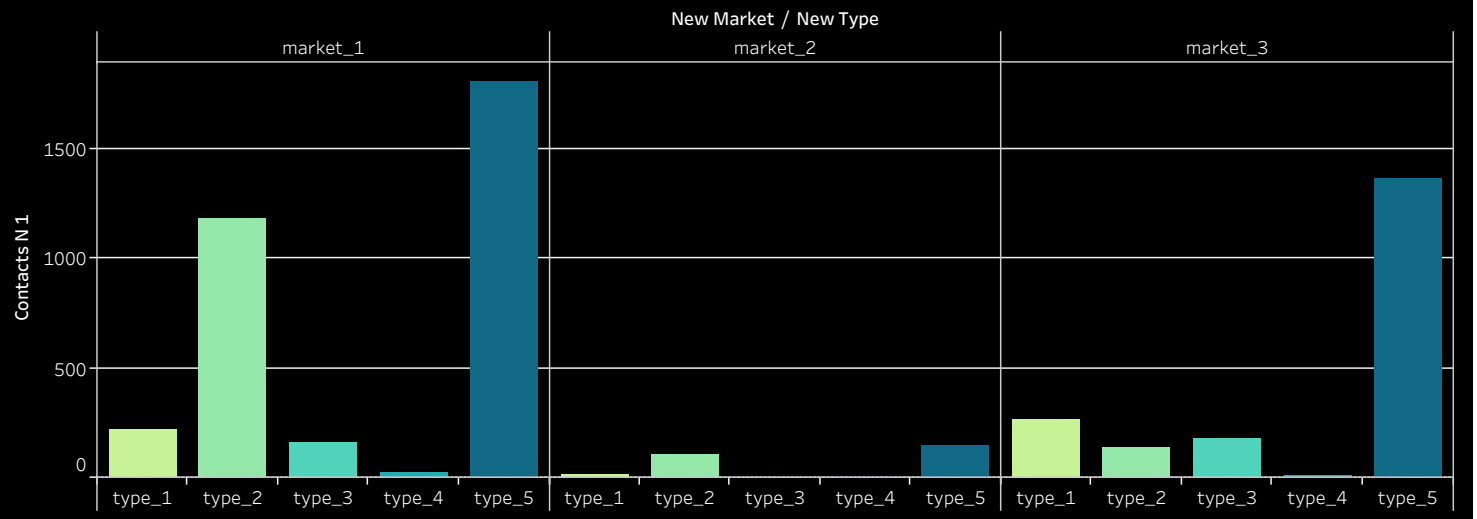
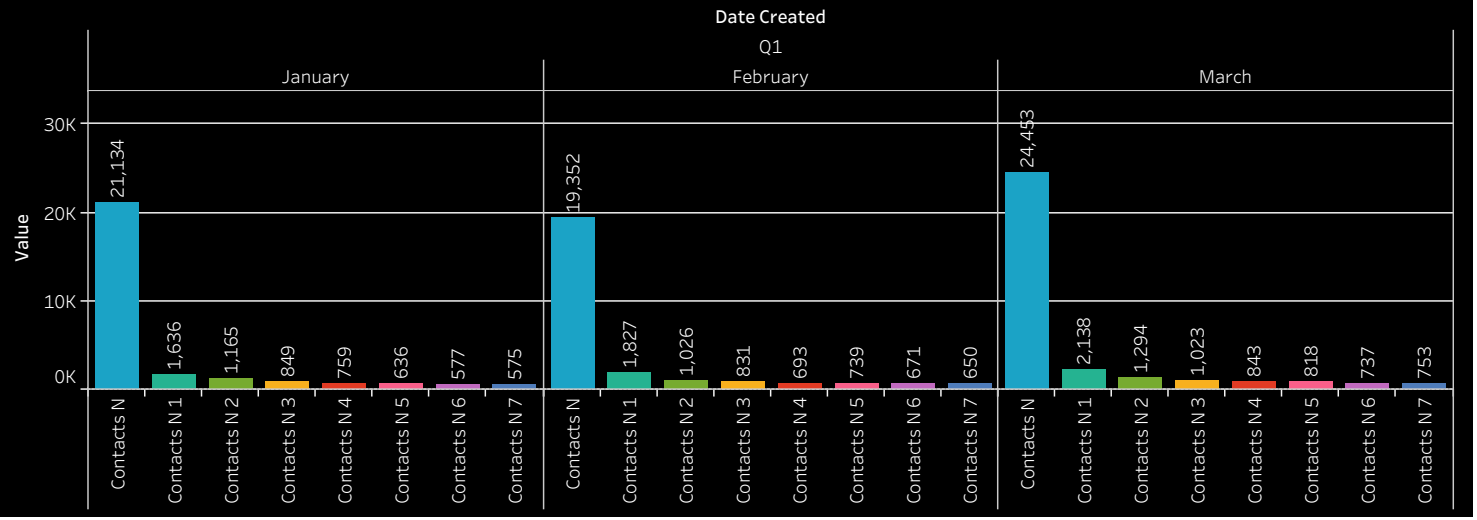
Tables	Day 1 Calls by Market	Day 0 and Day 1 Calls
The initial ..	The Market and Type for First Repeat Calls leverages data from the preceding tabular data set to enhance the visualization of the problem types that appear to generate the most repeat calls across different markets.	The fin..

Market and Type for First Repeat Calls



Repeats by Month

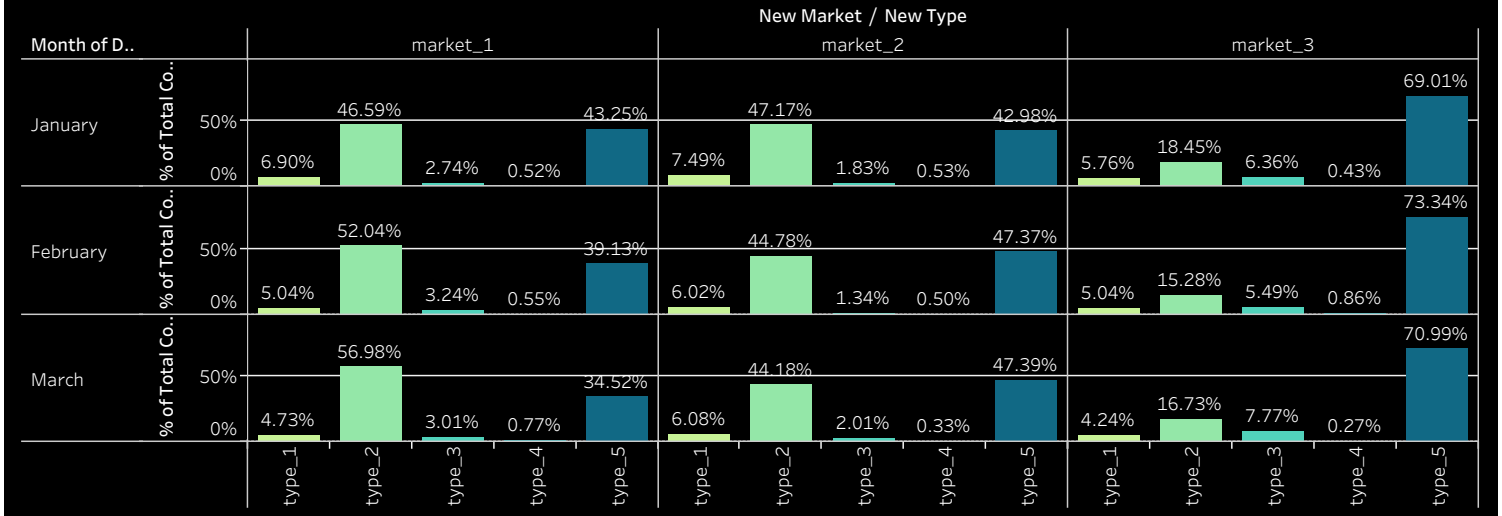
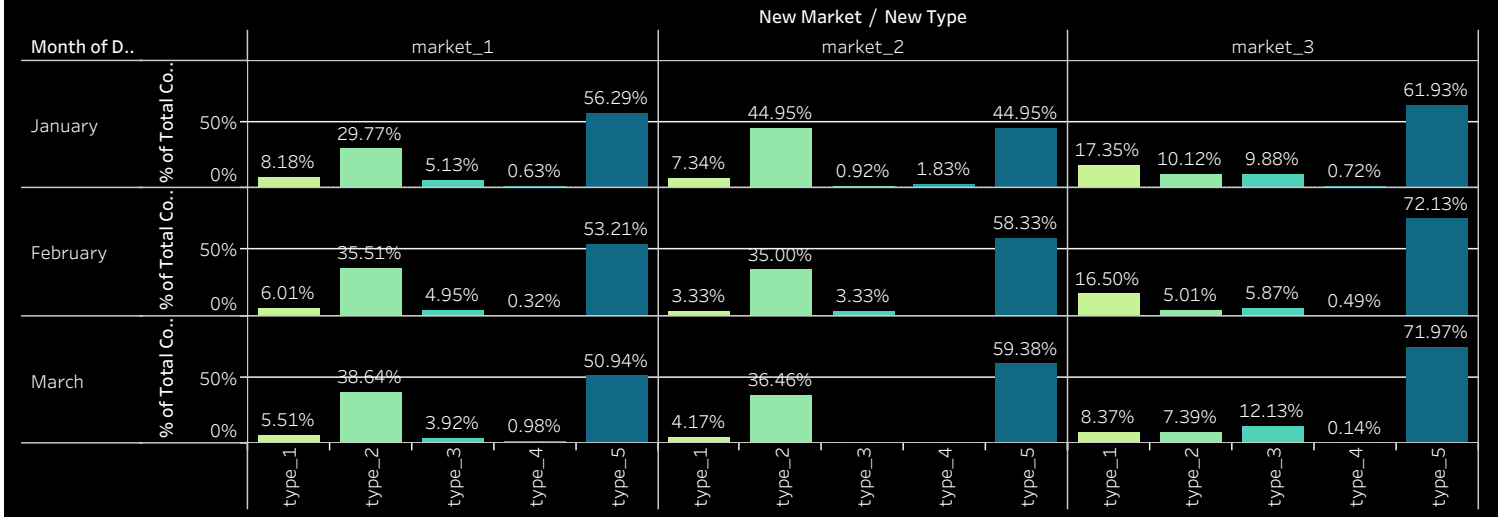


Google Fiber Repeat Calls

Day 1 Calls by Market
The Market and Type for First R..

Day 0 and Day 1 Calls
The final dashboard tab presents two charts, the first of which visualizes the number of Day 0 calls across markets and problem types, and the second of which visualizes the number of first repeat calls across markets and problem types. This provides users with valuable insight into which markets and problems are generating calls during the first quarter of the year, as well as which ones are prompting customers to call again after the initial contact.

Day 0 Calls by Market and Type across Q1



First Repeat Call by Market and Type across Q1