Congratulations! You passed!
Grade received 100%To pass 80% or higher

To pass this practice quiz, you must receive 100%, or 1 out of 1 point, by completing the following activity. You can learn more about graded and practice items in the

course overview⬀ .

Activity Overview
In this activity, you will create a dashboard for the Google Fiber end-of-course project! You will use your project planning documents and completed target table to build a BI v
tool.
Be sure to complete this activity before moving on. The next course item will provide you with a completed exemplar to compare to your own work. You will not be able to acc
exemplar until you have completed this activity.
Scenario
Review the following scenario. Then, complete the activity. As a reminder, the end-of-course project activities will be more open to interpretation than other activities in this pro
give you an opportunity to practice the skills you have been learning. If you need help or feel stuck, you can always discuss your work with other learners in the discussion for
review the exemplar to help guide your process.
The Google Fiber customer service team's goal is to determine how often customers are calling customer support after their first inquiry; this will help leadership understand I
effectively the team is able to answer customer questions the first time. The dashboard you create should demonstrate an understanding of this goal and provide your stakeh
insights about repeat caller volumes in different markets and the types of problems they represent. As part of the interview process, you have been asked to create a dashbo
will:
Help them understand how often customers are calling customer support after their first inquiry; this will help leadership understand how effectively the team is able to answe
questions the first time

Provide insights into the types of customer issues that seem to generate more repeat calls

Explore repeat caller trends in the three different market cities

Design charts so that stakeholders can view trends by week, month, quarter, and year.

You met with stakeholders to complete project planning documents, uploaded the necessary tables into your project space, and created a single reporting table. Now, it's time
visualize the data to make a dashboard tool for Google Fiber's customer service team.
Instructions
Follow the instructions to complete each step of the activity. Then, answer the question at the end of the activity before going to the next course item to compare your work to
completed exemplar.

Step 1: Load your data into Tableau

In the previous course, you created a reporting table that merged all three of the tables you were provided. Now, open your reporting table in Tableau to begin building your
visualizations.
You can do this by uploading the .csv or .xlsx file that you generated in the previous activity of the end-of-course project⬀ . Or, connect Tableau directly to Google Cloud. To I
about this, refer to the Google BigQuery guide on Tableau Help⬀ . Note: This functionality might not work properly in Tableau Public.

⟩ Step 2: Create a mockup
Now, create a low fidelity mockup to help you plan the components and layout of your dashboard. Your mockup should include sketch versions of the charts and other visual ele
you wish to include in your dashboard.
If necessary, create multiple mockups to brainstorm the best way to build your dashboard. The more thought you put into your mockup, the easier it will be to build your dashbo

If you need more practice creating a low fidelity mockup, refer to the activity about designing a mockup⬀ .

⟩ Step 3: Create your charts
⟩ Step 4: Organize your dashboard
⟩ Step 5: Complete your executive summary

Pro Tip: Save your work

Be sure to save the final dashboard and executive summary you created in this activity. Use them in your portfolio as you begin your job search for a BI role. This project will
demonstrate your experience to potential employers.
What to Include in Your Response
Address the following criteria in your completed dashboard and presentation:

A low-fidelity mockup that outlines your dashboard components and layout

Multiple charts and other kinds of visual elements (such as tables, links, captions, etc.)

An executive summary that includes the project goals, your methods, and a description of the capabilities of your dashboard

1.   Did you complete this activity?

   ◉ Yes
   ○ No

   ⊘ Correct
      Thank you for completing this activity! You have now completed the last end-of-course project. You used the tables you generated previously to design a
      dashboard that answered your stakeholders' needs and provided more insights for them to use in decision-making. This means you now have a
      completed project for your portfolio! Go to the next course item to compare your work to a completed exemplar.