**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Amira Salama

## **Client/Sponsor:** Google Fiber

## **Business problem:**

* Identify/understand Why Customers repeat their first inquiry to Improve the overall customer experience.
* Reduce call volume by increasing customer satisfaction and improving operational optimization.

**Stakeholders:**

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

## **Stakeholder usage details:**

Insights will inform Leaders to improve overall Customers’ experience

## 

**Primary requirements:** (What requirements must be met by this BI tool for this project to be successful?)

* Must include # of times 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?
* Stakeholders must have access to all datasets (Number of calls, Number of repeat calls after first contact, Call type, Market city, Date )
* Dashboard needs to be accessible, with large print and text-to-speech alternatives.