

# Strategy Document: Google Fiber Customer Service

## Sign-off matrix:

Name	Team / Role	Date
Ayesha Khattak	Interviewee (BI Analyst)	27/11/24

**Proposer:** [Name and title]

**Status:** **[Draft]** > Under review > Implemented | Not implemented (Highlight current status)

**Primary dataset:** market\_1, market\_2, market\_3

**Secondary dataset:** None provided

## User Profiles:

Emma Santiago, Hiring Manager

Keith Portone, Project Manager

Minna Rah, Lead BI Analyst

Ian Ortega, BI Analyst

Sylvie Essa, BI Analyst

## Dashboard Functionality

Dashboard Feature	Your Request
Reference dashboard (Should this dashboard be modeled on an existing dashboard? If so, provide a link and describe the similarity.)	No
Access (How should access to the dashboard be limited? Who needs to have access?)	Only Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa can access the dashboard
Scope (What data should be included or excluded in this dashboard?)	Fields include: date, market, problem_type, contact_n and contact_n_#
Date filters and granularity	Data filters can be applied for the following:

(Should the dashboard include date filters? If so, what time frame should be displayed by default? Should the dashboard include a “granularity” drop-down? If so, what granularity should be selected by default?)	<p>Week, Month, Quarter</p> <p>Granularity: Any chart with detailed metrics should have the ability to click on that metric to view specific information.</p>
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## Metrics and Charts

Create a table for each chart that you’d like to include in the dashboard. If you’d like to break the dashboard under different headers, feel free to list those here as well.

### Chart 1

Chart Feature	Your Request
Chart title	Repeat calls by their first contact date
Chart type (What type of chart needs to be created?)	Table
Dimension(s) (What dimensions does this chart need to include?)	Day of initial call, subsequent repeat calls
Metric(s) (What metrics are relevant to this chart?)	Contact

### Chart 2

Chart Feature	Your Request
Chart title	Market and Problem Type of First Repeat Calls
Chart type (What type of chart needs to be created?)	Bar
Dimension(s) (What dimensions does this chart need to include?)	call type, market, contact_n_1
Metric(s) (What metrics are relevant to this chart?)	Contact

### Chart 3

Chart Feature	Your Request
Chart title	Calls by Market and Type
Chart type (What type of chart needs to be created?)	Table
Dimension(s) (What dimensions does this chart need to include?)	market, call type, day
Metric(s) (What metrics are relevant to this chart?)	Contact

### Chart 4

Chart Feature	Your Request
Chart title	Calls by Market and Type
Chart type (What type of chart needs to be created?)	Bar
Dimension(s) (What dimensions does this chart need to include?)	Date, contact
Metric(s) (What metrics are relevant to this chart?)	Date