

Strategy Document: Google Fiber

Sign-off matrix:

Name	Team / Role	Date
Name	Project Manager	August 20, 2024

Proposer: Bodan Pavlovski

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

Primary dataset: market_1, market_2, market_3

Secondary dataset:

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.)	Build a new dashboard to explore the number of repeat callers and their problem types in three different market cities.
Access (How should access to the dashboard be limited? Who needs to have access?)	Access will be provided as read-only to the user profiles listed in this document. Those are Emma Santiago, Keith Portone, Minna Rah, Ian Ortega, Sylvie Essa
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 (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?)	Data filters can be applied for the following: Week, Month, Quarter Granularity: Any chart with detailed metrics should have the ability to click on that metric to view specific information

Metrics and Charts

Dashboard 1

Chart 1

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

Chart 2

Chart Feature	Your Request
Chart title	% of First-Time Calls (Day 0) 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?)	Market, Type
Metric(s) (What metrics are relevant to this chart?)	Contact

Dashboard 2

Chart 3

Chart Feature	Your Request
Chart title	Repeat Calls by Market
Chart type (What type of chart needs to be created?)	Scatter plot with categorical facets
Dimension(s) (What dimensions does this chart need to include?)	Market, Contact
Metric(s) (What metrics are relevant to this chart?)	Contact

Chart 4

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

Dashboard 3

Chart 5

Chart Feature	Your Request
Chart title	Daily Calls Table
Chart type (What type of chart needs to be created?)	Table
Dimension(s) (What dimensions does this chart need to include?)	Date (Days), Contact
Metric(s) (What metrics are relevant to this chart?)	Contact