Project Requirements Document:

Google Fiber Case Study

## **BI Analyst:** Me

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

## **Purpose:** Explore trends in repeat callers to identify areas with high repeat calls so we can ultimately manage and reduce the repeat call volume.

## **Key dependencies:**

**Stakeholders:**

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

**Team members:**

* Ian Ortega, BI Analyst
* Sylvie Essa, BI Analyst

\*Primary contacts are Emma and Keith

**Stakeholder requirements:**

## Required:

* A chart or table measuring repeat calls by their first contact date
* A chart or table exploring repeat calls by market and problem type
* Charts showcasing repeat calls by week, month, and quarter
* Dashboard needs to be accessible, with large print and text-to-speech alternatives

## **Success criteria:**

## My dashboard should:

## demonstrate an understanding of the goal to reduce call volume by increasing customer satisfaction and improving operational optimization

## provide stakeholders with insights about repeat caller volumes in different markets and the types of problems they represent

## Dashboard is fully functional with all the requirements. Follow up: Timeline of milestones and due date of fully functional dashboard.

## **User journeys:** N/A

## **Assumptions:** N/A; All datasets to be received are complete and reliable.

## **Compliance and privacy:** N/A; All datasets to be received follow proper privacy and is in compliance with the law and company regulations

## **Accessibility:** Dashboard needs to be accessible, with large print and text-to-speech alternatives

**Roll-out plan:** TBD