**Stakeholder Requirements Document: Google Fiber Customer Support**

## **BI Professional:** David Aderaldo de Oliveira

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

## **Business problem:** Identify why customers have to call more than once and improve the overall customer experience.

**Stakeholders:**

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

## **Stakeholder usage details:** The tools will be used to identify how often the customer service team receive repeat call from customers, what problem type generate the most repeat calls and which market city’s customer service team receives the most repeat calls.

**Primary requirements:**

* 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.