**Stakeholder Requirements Document: [Project Name]**

## **BI Professional: Delight Owgor**

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

## **Business problem:** How frequent are repeat calls and how effective is our consumer support?

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

## **Stakeholder usage details:** Dashboard to explore trends in repeat callers to make decision

**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