Strategy Document: Google Fiber

Sign-off matrix:

Name	Team / Role	Date
Frida Ekner	BI-analyst	2024-05-26

Proposer: Emma Santiage, Hiring Manager

Status: Implemented

Datasets: market_1, market_2, market_3

User Profiles

Emma Santiage, Hiring Manager
Keith Portone, Project Manager
Minna Rah, Lead BI Analyst
Ian Ortega, BI Analyst
Sylvie Essa, BI Analyst

Dashboard Functionality

Dashboard Feature	Request
Reference dashboard	Build a new dashboard to explore the number of repeat callers and their problem types in three different market cities.
Access	Access will be provided as read-only to the user profiles listed in this document.
Scope	Fields include: date, market, problem_type, contact_n and contact_n_#
Date filters and granularity	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

Chart 1

Chart Feature	Request
Chart title	Repeat calls by first date
Chart type	Table
Dimension(s)	Day of initial call, subsequent repeat calls
Metric(s)	Contact

Chart 2

Chart Feature	Request
Chart title	Market and Problem Type of First Repeat Calls
Chart type	Bar
Dimension(s)	Call type, market, contact_n_1
Metric(s)	Contact

Chart 3

Chart Feature	Request
Chart title	Calls by Market and Type
Chart type	Table
Dimension(s)	Market, call type, day
Metric(s)	Contact

Chart 4

Chart Feature	Request
Chart title	Repeats by Week, Month, and Quarter
Chart type [What type of chart needs to be created? This could include any chart type, including a line chart (timeseries), bar chart, or table.]	Bar
Dimension(s) [What dimensions does this chart need to include?]	Date, contact
Metric(s) [What metrics are relevant to this chart?]	Date