**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Gaurav Mehta

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

## **Business problem:** How often do customers phone customer support after their initial inquiry? How can Google improve the customer experience?

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

## **Stakeholder usage details:** Insights will improve overall customer experience. Ask follow-up questions for more context

**Primary requirements:**

* Understand how often customers are calling customer support after their first inquiry with the help of a chart measuring repeat calls by their first contact date.
* Should show the types of customer issues that seem to generate more repeat calls across three different market cities with the help of a chart.
* Should be a chart showing the trends in repeat calls by week, month, quarter and year.