**Stakeholder Requirements Document: Google Fiber**

## **BI Professional:** Joehan Misquitta

## **Client/Sponsor:** Emma Santiago, Hiring Manager

## **Business problem:** The team seeks to understand how often customers contact customer support after their first inquiry, which will help leaders understand whether the team is able to effectively answer customer’s queries the first time. The team’s goal is to reduce call volume by increasing customer satisfaction and improving operational optimization.

**Stakeholders:**

## Emma Santiago, Hiring Manager

## Keith Portone, Project Manager

## Minna Rah, Lead BI Analyst

## **Stakeholder usage details:** To understand how effectively the team is able to answer customer questions and resolve problems, the stakeholders would like to explore how often customers are calling repeatedly in different markets with different problems.

**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.

## Provide insights into the types of customer issues that seem to generate more repeat calls.

## Charts showcasing repeat calls by week, month, and quarter.

## Design charts to view call trends by week, month, quarter, and year.