Project Requirements Document: Google Fiber Mock Interview Practice

## **BI Analyst:** John Miller

## **Client/Sponsor:** Interview practice question from Google Fiber

## **Purpose:** This project seeks to reduce call volume by increasing customer satisfaction and improving operational optimization.

## **Key dependencies:**

## Team: Hiring Manager, Project Manager, Lead BI Analyst, BI Analyst and BI Analyst

* Primary contacts: Hiring Manager, and Project Manager.
* Expected deliverables:
  + 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.

## **Stakeholder requirements:**

* Dashboard needs to be accessible, with large print and text-to-speech alternatives.
* Understand how often customers are calling customer support after their first inquiry; this will help leaders understand how effectively the team is able to answer customer questions the first time.
* Provide insights into the types of customer issues that seem to generate more repeat calls.
* Explore repeat caller trends in the three different market cities.
* Design charts so that stakeholders can view trends by week, month, quarter, and year.

**Success criteria:** Across three different markets, reduce call volume for Google Fiber by determining the common issues that cause repeat calls and generate solutions to these issues.

## **Compliance and privacy:** Data was anonymized and fictionalize the data, the datasets the columns market\_1, market\_2, and market\_3 to indicate three different city service areas the data represents.

## **Accessibility:** Dashboard needs to be accessible to Hiring Manager, Project Manager, Lead BI Analyst, BI Analyst and BI Analyst.

**Roll-out plan:** Once the agreed upon, these business solutions will be implemented to Google Fiber call centers to reduce call volume and increase customer satisfaction.