**Stakeholder Requirements Document:** **Google Fiber Mock Interview Practice**

## **BI Professional:** John Miller

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

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

**Stakeholders:** Hiring Manager, Project Manager, Lead BI Analyst, BI Analyst and BI Analyst

## **Stakeholder usage details:**

* Dashboard should demonstrate an understanding of this goal and provide stakeholders with insights about repeat caller volumes in different markets and the types of problems they represent.

**Primary requirements:** (What requirements must be met by this BI tool in order for this project to be successful?)

* 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.

**The deliverables and metrics:**

* 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.