Course 2 workplace scenario overview: Google Fiber

Background:

Google Fiber provides people and businesses with fiber optic internet. Currently, the customer service team working in their call centers answers calls from customers in their established service areas. In this fictional scenario, the team is interested in exploring trends in repeat calls to reduce the number of times customers have to call in order for an issue to be resolved.

Scenario:

You are currently interviewing for a BI position on the Google Fiber call center team. As part of the interview process, they ask you to develop a dashboard tool that allows them to explore trends in repeat calls. The team needs to understand how often customers call customer support after their first inquiry. This will help leadership understand how effectively the team can answer customer questions the first time. Previously, you gathered information from your meeting notes and completed important project planning documents. Now you're ready for the next part of your project!

Course 2 challenge:

- Use project planning documents to identify key metrics and dashboard requirements

- Consider best tools to execute your project

- Gather and combine necessary data

- Design reporting tables that can be uploaded to Tableau to create the final dashboard

Key Takeaways

In Course 2, The Path to Insights: Data Models and Pipelines, you focused on understanding how data is stored, transformed, and delivered in a BI environment.

Course 2 skills:

- Combine and transform data

- Identify key metrics

- Create target tables

- Practice working with BI tools

Course 2 end-of-course project deliverables:

- The necessary target tables

Now that you have completed this step of your project and developed the target tables, you are ready to work on your final dashboard in the next course!

Google Fiber datasets

By now, you are getting ready to take the next steps with your Course 2 end-of-course project. To work with the Google Fiber data, you will need to upload your data to the appropriate workspace. If you plan on using BigQuery or Dataflow, upload the files to your project space to JOIN them. Additionally, because this data is already clean, you can connect these datasets in Tableau directly and merge them there.

Your interviewers have provided three CSV files:

- [Market_1](#)

- [Market_2](#)

- [Market_3](#)

Activity: Create your target table for Google Fiber

In this activity, you created a target table to consolidate and store the Google Fiber datasets. This table will allow you to develop a dashboard using Tableau in the upcoming end-of-course project activities in the next course. As a BI professional, you will need to be able to use programs such as BigQuery and Dataflow to move and analyze data with SQL. This end-of-course project showcases your ability to do just that.