



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 to complete important project planning documents and generated useful target tables. Now you are ready for the next part of your project!

Course 3 challenge:

- Use project planning documents to identify key metrics and dashboard requirements
- Upload target tables into Tableau
- Design charts and tables to share insights with stakeholders
- Create an effective dashboard using those charts and tables

Key Takeaways

In Course 3, Decisions, Decisions: Dashboards and Reports, you focused on creating effective dashboards and reports to share insights with stakeholders.

Course 3 skills:

- Design visualizations and tables
- Create an effective dashboard
- Share key insights with stakeholders

Course 3 end-of-course project deliverables:

- An effective dashboard

This is the final end-of-course project! After you finish this dashboard, you will have a complete BI project you can add to your portfolio and show potential employers. Great work!