**Strategy Document: Google Fiber Project**

**Sign-off matrix:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Team / Role** | **Date** |
| Kilin Widjaja | Business Intelligence Analyst | 11/24/2024 |

**Proposer:** Emma Santiago, Hiring Manager

**Status:** Draft > Under review > Implemented | Not implemented

**Primary dataset:** market\_1, market\_2, market\_3

**Secondary dataset:** N/A

## User Profiles [Who is the intended audience for this dashboard? How do you expect them to use this dashboard?]

* Emma Santiago, Hiring Manager
* Keith Portone, Project Manager
* Minna Rah, Lead BI Analyst
* Ian Ortega, BI Analyst
* Sylvie Essa, BI Analyst

# **Dashboard Functionality**

|  |  |
| --- | --- |
| **Dashboard Feature** | **Your Request** |
| Reference dashboard  (Should this dashboard be modeled on an existing dashboard? If so, provide a link and describe the similarity.) | Build a new dashboard displaying the number of repeat callers and problem types in three different market cities. |
| Access  (How should access to the dashboard be limited? Who needs to have access?) | Using password, and only stakeholders and team members have access. Also, access will be provided as read only. |
| Scope  (What data should be included or excluded in this dashboard?) | Include: date, city, problem\_type, contact\_n, and contact\_n\_#. |
| Date filters and granularity  (Should the dashboard include date filters? If so, what time frame should be displayed by default? Should the dashboard include a “granularity” drop-down? If so, what granularity should be selected by default?) | Data filters: week, month, and quarter.  Granularity: Any chart should be able to show specific information on it.  Default should be month. |

# **Metrics and Charts**

Create a table for each chart that you’d like to include in the dashboard. If you’d like to break the dashboard under different headers, feel free to list those here as well.

### Chart 1

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Repeat calls by first call date |
| Chart type  (What type of chart needs to be created?) | Table |
| Dimension(s)  (What dimensions does this chart need to include?) | First call date, subsequent repeat calls |
| Metric(s)  (What metrics are relevant to this chart?) | Contact |

### Chart 2

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | City and type of problem on first repeat call |
| Chart type  (What type of chart needs to be created?) | Bar |
| Dimension(s)  (What dimensions does this chart need to include?) | Call type, city, and contact\_n\_1 |
| Metric(s)  (What metrics are relevant to this chart?) | Contact |

### Chart 3

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Calls by city and type |
| Chart type  (What type of chart needs to be created?) | Table |
| Dimension(s)  (What dimensions does this chart need to include?) | City, call type, and date |
| Metric(s)  (What metrics are relevant to this chart?) | Contact |

### Chart 4

|  |  |
| --- | --- |
| **Chart Feature** | **Your Request** |
| Chart title | Repeat calls by week, month and quarter |
| Chart type  (What type of chart needs to be created?) | Bar |
| Dimension(s)  (What dimensions does this chart need to include?) | Date, contact |
| Metric(s)  (What metrics are relevant to this chart?) | Date |

### Dashboard mockup

[Include mockup sketch here.]