Project Requirements Document:
Google Fiber Call Resolution Optimization Dashboard

BI Analyst: Leonor Duarte

Client/Sponsor: Google Fiber Customer Service Team

Purpose: To explore trends in repeat calls to help Google Fiber customer service team leaders understand the effectiveness of first-time resolutions and improve the overall customer experience.

Key dependencies: Stakeholders need access to all datasets to explore the steps taken.

Stakeholders: Emma Santiago, Hiring Manager (Primary Contact)
                        Keith Portone, Project Manager (Primary Contact)
                        Minna Rah, Lead BI Analyst

Team members: Ian Ortega, BI Analyst
                        Sylvie Essa, BI Analyst

Stakeholder requirements:

R: Must include fields for call type, market city, date, number of calls, and number of repeat calls after first contact.

D: Include a chart or table measuring repeat calls by their first contact date

D: Include a chart exploring repeat calls by market and problem type.

D: Include a chart showcasing repeat calls by week, month, and quarter.

(R - required, D - desired, or N - nice to have.)

Success criteria:

- Project completed within the specified timeframe.

- The dashboard is fully functional and provides insights into repeat caller volumes and types of problems across different markets.

- Stakeholders are satisfied with the dashboard's ability to highlight trends and areas for improvement.

User journeys: No information listed, ask follow-up questions.

Assumptions:

- Data provided is accurate and complete.
- Stakeholders have necessary permissions to access datasets and the dashboard.

Compliance and privacy: Data is already anonymized and approved for use.

Accessibility: Dashboard must be accessible with large print and text-to-speech alternatives.

Roll-out plan:

Week 1: Dataset assigned. Understand the data and ensure data integrity.

Week 2: ETL development.

Week 3: Dashboard design. First draft review with peers.

Week 4: Dashboard development and testing.