**Stakeholder Requirements Document: [Project Name]**

## **BI Professional:** [Your name]

-Martin Manyaka

## **Client/Sponsor:** [Name and title]

-Emma Santiago (Hiring Manager)

## **Business problem:** (What is the primary question to be answered or problem to be solved?)

The fiber customer service team wants to understand how often and why customers call the customer support team after their first inquiry.(How often are customers contacting the customer support/service team?)/How often customers contact the customer service team in order for their inquiries to be resolved.

**Stakeholders:** (Who are the major stakeholders of this project, and what are their job titles?)

-Emma Santiago (Hiring Manager)

-Keith Portone (Project Manager)

-Minnah Rah (Lead BI Analyst)

-Ian Ortega (BI Analyst)

-Sylvie Essa (BI Analyst)

## **Stakeholder usage details:** (How will the stakeholders use the BI tool?)

-Explore how often customers are contacting the customer support team to understand how effective the support team is able to answer customer questions/problems.

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

-Must have a chart/table measuring repeat calls by customer’s first contact date. \*This provide insights on how often customers are calling the customer support team after their first inquiry.

- have a chart/table exploring repeat calls by market city(coverage area) and the type of customer call/inquiry.\* This will help provide insights into the types customer issues that seem to generate more repeat calls.

-a chart showcasing repeat calls by week,month,quarter and year \*for the users/stakeholders to explore/view trends.