

# Strategy Document: Google Fiber

## Sign-off matrix:

Name	Team / Role	Date
Paul Bello	Interviewing for Position	5/7/2024

**Proposer:** Emma Santiago, Hiring Manager

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

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

**Secondary dataset:** N/A

## User Profiles

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

They will all use this dashboard to look at trends in repeat calls to the customer service team.

## 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 to explore trends in repeat callers and their problem types.
Access (How should access to the dashboard be limited? Who needs to have access?)	Access will be given as read-only to the users listed above.
Scope (What data should be included or excluded in this dashboard?)	The data included will be market, problem_type, , contact_n and contact_n_#, and date
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?)	Filters will be used to filter by week, month, quarter, and year.  Charts with detailed metrics will have the ability to view specific information of the metrics.

## 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 contact date
Chart type (What type of chart needs to be created?)	table
Dimension(s) (What dimensions does this chart need to include?)	Day of the initial call and any other repeat calls
Metric(s) (What metrics are relevant to this chart?)	Contact

### Chart 2

Chart Feature	Your Request
Chart title	Market and problem type of first repeat call
Chart type (What type of chart needs to be created?)	Bar
Dimension(s) (What dimensions does this chart need to include?)	Market, problem type, contact_n_1
Metric(s) (What metrics are relevant to this chart?)	Contact

### Chart 3

Chart Feature	Your Request
Chart title	Repeat calls by week, month, quarter, and year
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