

Stakeholder Requirements Document: Google Fiber

BI Professional: Paul Bello

Client/Sponsor: Google Fiber

Business problem: How often do customers repeatedly call the customer support team?

Stakeholders:

- Emma Santiago, Hiring Manager (Primary contact)
- Keith Portone, Project Manager (Primary Contact)
- Minna Rah, Lead BI Analyst
- Ian Ortega, BI Analyst
- Sylvie Essa, BI Analyst

Stakeholder usage details: Stakeholders want to be able to see how often calls are being repeatedly made and what problems are being called in.

Primary requirements:

- A chart or table measuring repeat calls by their first contact date
- A chart or table exploring repeat calls by market and problem type
- Charts showcasing repeat calls by week, month, and quarter
- Design charts so that stakeholders can view trends by week, month, quarter, and year.
- Design charts to explore repeat caller trends in three different markets
- Provide insights as to what issues are being called in repeatedly