**Stakeholder Requirements Document: Google Fiber**

**BI Professional:** Shawn D’Souza

**Client/Sponsor:**  Emma Santiago, Hiring Manager

**Business problem:** Highlight key metrics around repeat callers for customer Google Fiber to reduce call volume by increasing customer satisfaction and improving operational optimization.

**Stakeholders:**

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

**Stakeholder usage details:**

Initial considerations:

* Minna- Dashboard needs to be accessible, with large print and text-to-speech alternatives.
* Stakeholders should have access to all datasets

**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
* Answer questions around
  + How often does the customer service team receive repeat calls from customers?
  + What problem types generate the most repeat calls?
  + Which market city’s customer service team receives the most repeat calls?