



Ojuade Abisola  
Data Analyst



Dashboard



Analysis



Settings

CODE ALPHA INTERNSHIP

## CUSTOMER COMPLAINTS ANALYSIS BANK OF AMERICA

63K  
CUSTOMER  
COMPLAINTS

7  
SUBMISSION  
CHANNEL

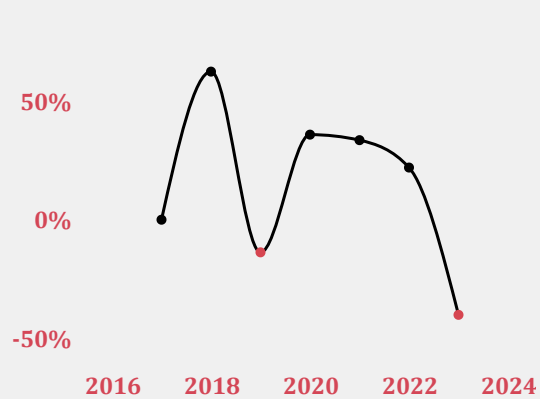
9  
FINANCIAL  
PRODUCTS

51  
STATES  
ANALYZED

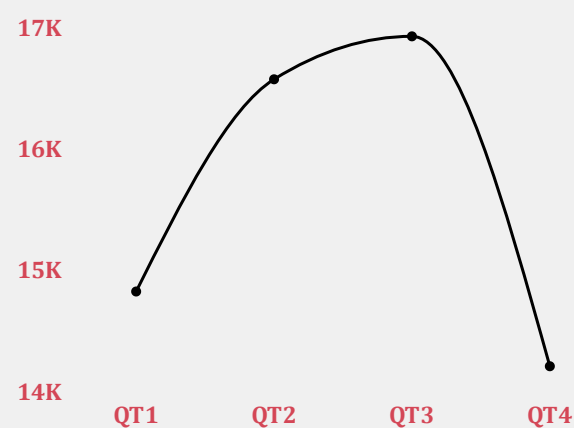
76  
TOTAL  
ISSUES

2 days  
AVG  
RESONSE TIME

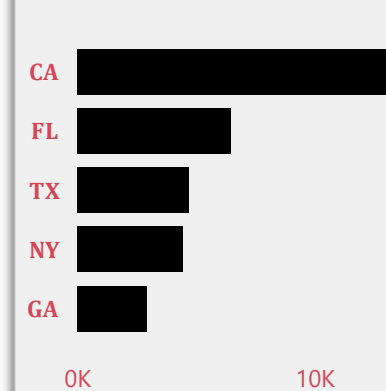
Percentage Difference in Complaints by Year



Seasonal Customer Complaints Pattern



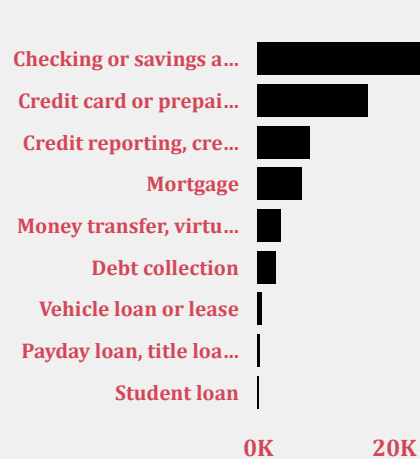
States with the Most Complaints (Top 5)



Most commonly escalated issues (Top 5)



Number of Complaints by Product



Sub-Products with the Most Complaints (Top 5)



Most Common Issues by Product Type

product	Issue	No_of_Issue
Checking or savings account	Managing an account	15109
Credit card or prepaid card	Problem with a purchase shown on your statement	4415
Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	4145
Mortgage	Trouble during payment process	2827
Money transfer, virtual currency, or money service	Fraud or scam	1951



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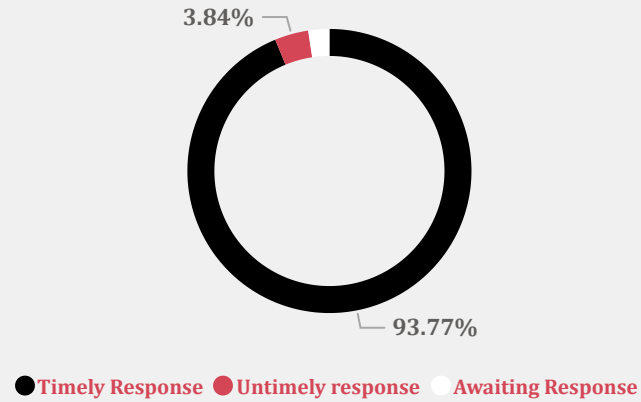
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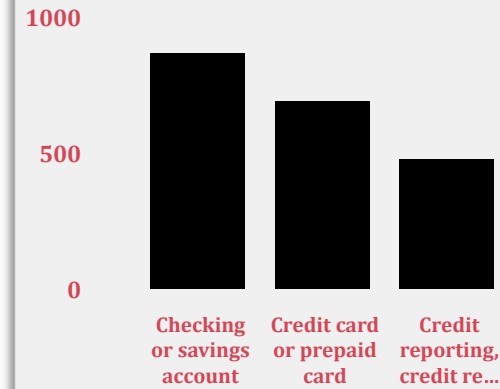
Complaint Response Timeliness Breakdown



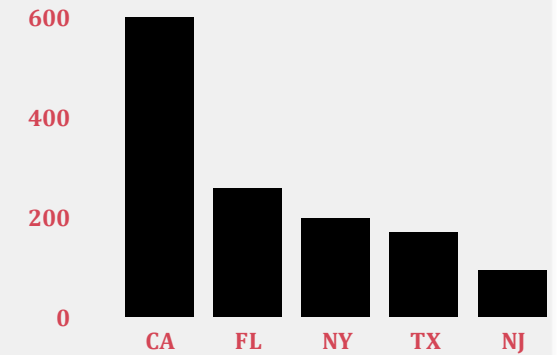
Untimely Response Trends Across the Week



Top 3 Products with Highest Delayed Responses



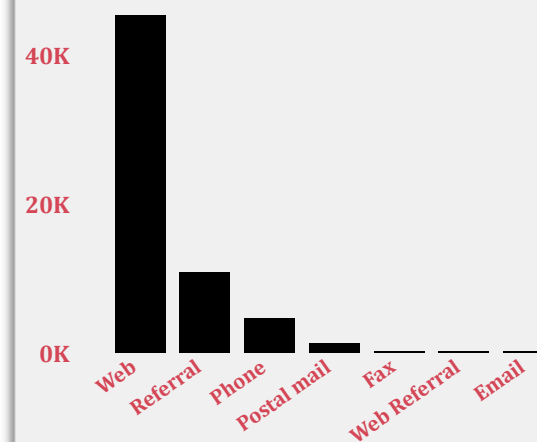
States with the Most Untimely Complaint Responses (Top 5)



Breakdown of Complaint Resolution Types



Complaints by Submission channel



Average Response Time by Submission Method

