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comcast.ipynb

Code

Python 3

```
[5]: ## - Provide the trend chart for the number of complaints at monthly and daily granularity levels.

comcast_df['Month']=pd.to_datetime(comcast_df['Date_month_year']).dt.month_name()
comcast_df['Date']=pd.to_datetime(comcast_df['Date_month_year']).dt.day

## Graph for date wise
comcast_df.groupby(['Date'])['Customer Complaint'].count().plot(kind='bar',color="lightgreen",edgecolor="darkgreen",)
plt.show()

## Graph for month wise
comcast_df.groupby(['Month'])['Customer Complaint'].count().plot(kind='bar',color="yellow",edgecolor="orange")
plt.show()
```

Date	Customer Complaint
4	210
5	130
6	270
13	70
14	50
15	60
16	65
17	60
18	70
19	50
20	50
21	40
22	65
23	225
24	250
25	125
26	90
27	80
28	80
29	85
30	85
31	10

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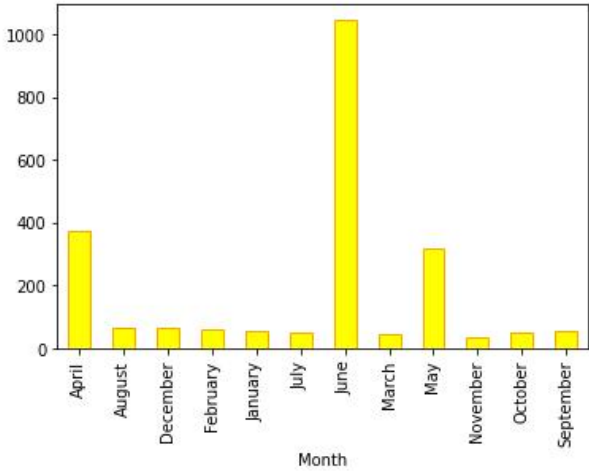
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Code

Python 3



Month	Frequency
April	380
August	80
December	80
February	80
January	80
July	80
June	1050
March	80
May	320
November	80
October	80
September	80

[6]:

```
## - Provide a table with the frequency of complaint types.  
comcast_df['Customer Complaint'].value_counts().to_frame().reset_index()
```

[6]:

	index	Customer Complaint
0	Comcast	83
1	Comcast Internet	18
2	Comcast Data Cap	17

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Code

Python 3

```
[7]: ## - Which complaint types are maximum i.e., around internet, network issues, or across any other domains.
comcast_df['Customer Complaint'].value_counts().head(5)

[7]: Comcast      83
Comcast Internet  18
Comcast Data Cap  17
comcast           13
Comcast Billing    11
Name: Customer Complaint, dtype: int64

[8]: ## - Create a new categorical variable with value as Open and Closed. Open & Pending is to be categorized as Open and
## Closed & Solved is to be categorized as Closed.

comcast_df['Status']=comcast_df['Status'].apply(lambda x: 'Open' if ((x=='Open') | (x=='Pending')) else 'Closed')

[9]: ## - Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3.
opn=comcast_df[comcast_df['Status']=='Open'].groupby(['State'])['Status'].count().to_frame().reset_index()
clos=comcast_df[comcast_df['Status']=='Closed'].groupby(['State'])['Status'].count().to_frame().reset_index()

fig=plt.figure(figsize=(15,15))
plt.barh(clos.State, clos.Status)
plt.barh(opn.State, opn.Status)
plt.ylabel("State")
plt.xlabel("Status Count")
plt.legend(["closed", "open"])
plt.title("State wise Status Count")

plt.show()
```

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Code

Python 3

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plt.barh(clos.State, clos.Status)
plt.barh(opn.State, opn.Status)
plt.ylabel("State")
plt.xlabel("Status Count")
plt.legend(["closed", "open"])
plt.title("State wise Status Count")

plt.show()
```

State wise Status Count

State	Open	Closed
West Virginia	1	1
Washington	4	10
Virginia	2	5
Vermont	1	0
Utah	1	1
Texas	2	2
Tennessee	5	7
South Carolina	1	1
Rhode Island	1	0
Pennsylvania	3	12
Oregon	2	3
Ohio	1	0
North Carolina	1	0
New York	1	1
New Mexico	1	2

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State wise Status Count

State	open	closed
West Virginia	1	1
Washington	3	10
Virginia	2	6
Vermont	1	1
Utah	1	2
Texas	3	7
Tennessee	5	12
South Carolina	1	2
Rhode Island	1	1
Pennsylvania	3	15
Oregon	2	4
Ohio	1	1
North Carolina	1	1
New York	1	1
New Mexico	1	1
New Jersey	3	7
New Hampshire	1	1
Nevada	1	1
Montana	1	1
Missouri	1	1
Mississippi	2	2
Minnesota	1	3
Michigan	3	12
Massachusetts	2	6
Maryland	2	8
Maine	1	1
Louisiana	1	2
Kentucky	1	1

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The chart displays the distribution of Comcast service across various US states. The y-axis lists the states, and the x-axis represents the number of users. Each bar is split into orange and blue segments, indicating two different categories of service. The states are ordered by the total length of the bar, with Georgia having the highest total number of users.

State	Orange Segment (Approx. Count)	Blue Segment (Approx. Count)	Total (Approx. Count)
Georgia	150	250	400
Florida	120	280	400
Illinois	100	220	320
Michigan	80	240	320
Massachusetts	70	180	250
Maryland	60	140	200
California	100	180	280
New Jersey	50	120	170
Colorado	40	100	140
Connecticut	30	70	100
Delaware	10	20	30
Alabama	20	30	50
Arizona	10	20	30
Arkansas	10	20	30
Mississippi	20	30	50
Minnesota	10	40	50
Montana	10	10	20
Nebraska	10	10	20
New Hampshire	10	10	20
New Mexico	10	10	20
New York	10	10	20
Nevada	10	10	20
Louisiana	10	10	20
Kentucky	10	10	20
Kansas	10	10	20
Iowa	10	10	20
Indiana	10	10	20
District of Columbia	10	10	20

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Code

Python 3

```
[10]: ## Which state has the maximum complaints
comcast_df.groupby("State")["Customer Complaint"].agg("count").sort_values(ascending=False).head(1)

[10]: State
Georgia    288
Name: Customer Complaint, dtype: int64

[11]: ## Which state has the highest percentage of unresolved complaints

State_Unsolved=comcast_df.loc[comcast_df['Status']=='Open',['State']].value_counts()
State_Unsolved.head(1)/State_Unsolved.sum()*100

[11]: State
Georgia    15.473888
dtype: float64

[12]: # Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.
comcast_df[comcast_df['Status']=='Closed'].groupby('Status')['Received Via'].value_counts(normalize=True)*100

[12]: Status Received Via
Closed Customer Care Call    50.615114
      Internet              49.384886
Name: Received Via, dtype: float64

[ ]: # submitted by Avinash kumar
```

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