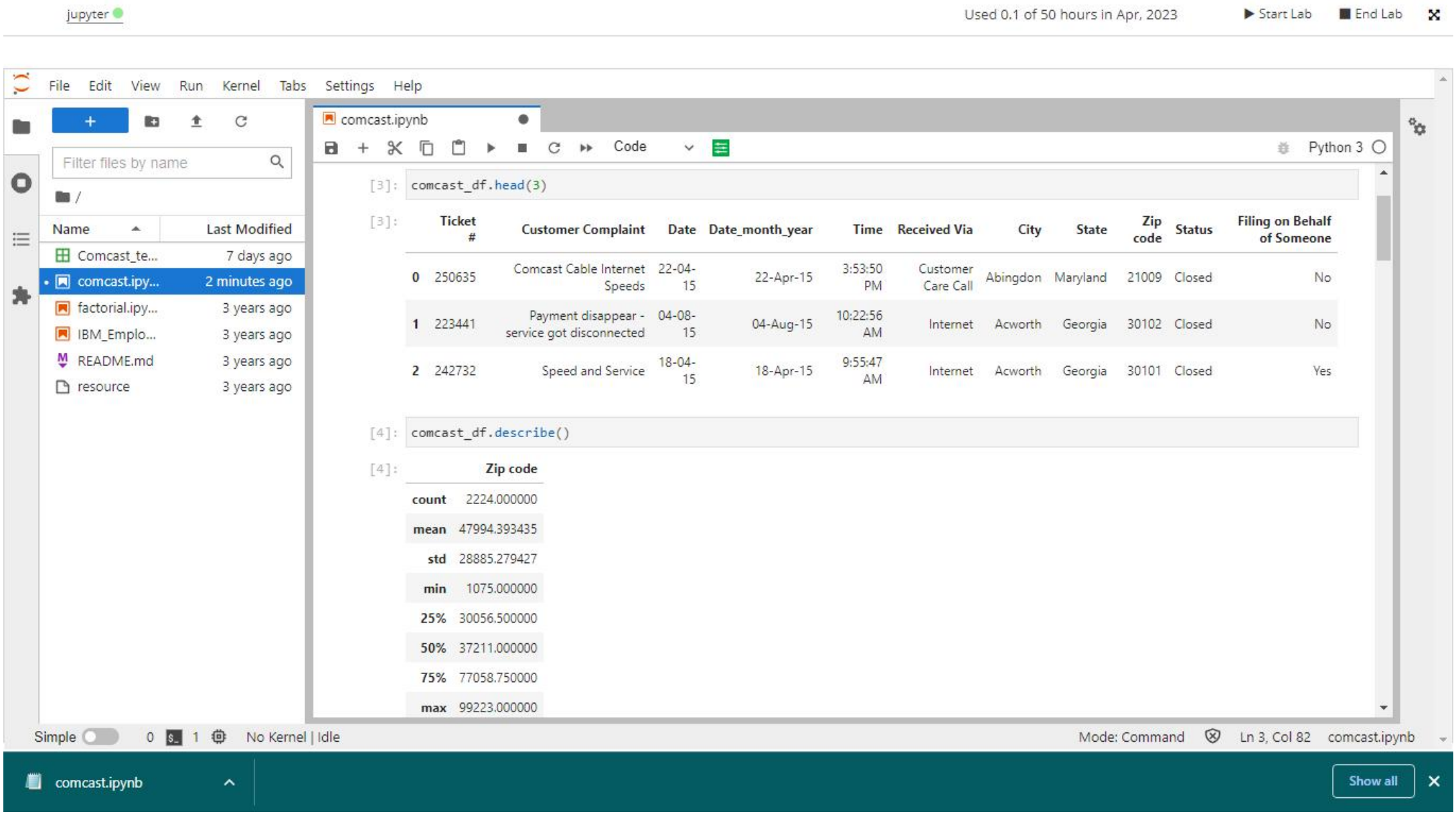
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resource 3 years ago
comcast.ipynb
Code
Python 3
[3]: comcast_df.head(3)
[3]:
Ticket # Customer Complaint Date Date_month_year Time Received Via City State Zip code Status Filing on Behalf of Someone
0 250635 Comcast Cable Internet Speeds 22-04-15 22-Apr-15 3:53:50 PM Customer Care Call Abingdon Maryland 21009 Closed No
1 223441 Payment disappear - service got disconnected 04-08-15 04-Aug-15 10:22:56 AM Internet Acworth Georgia 30102 Closed No
2 242732 Speed and Service 18-04-15 18-Apr-15 9:55:47 AM Internet Acworth Georgia 30101 Closed Yes
[4]: comcast_df.describe()
[4]:
Zip code
count 2224.000000
mean 47994.393435
std 28885.279427
min 1075.000000
25% 30056.500000
50% 37211.000000
75% 77058.750000
max 99223.000000
Simple
No Kernel | Idle
Mode: Command
Ln 3, Col 82
comcast.ipynb
comcast.ipynb
Show all

jupyter

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comcast.ipynb

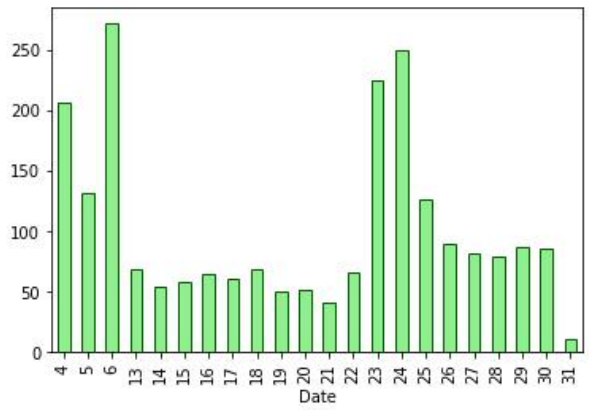
Code Python 3

[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()
```

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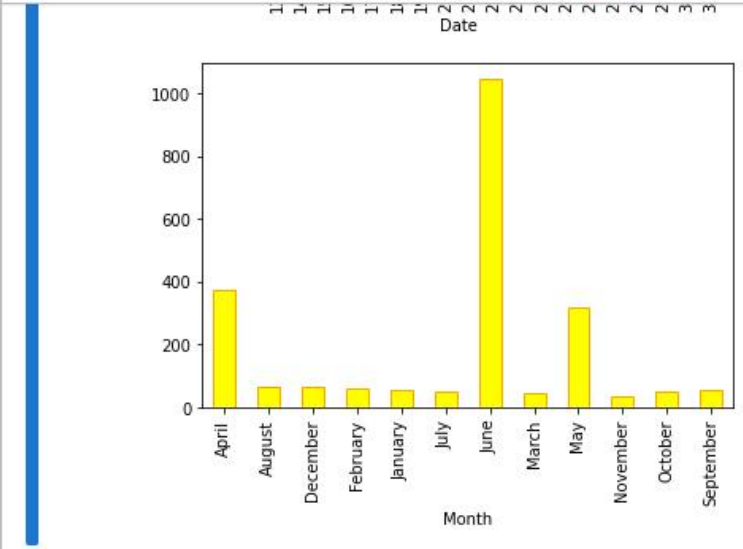
comcast.ipynb

Code Python 3




[6]:
```
## - Provide a table with the frequency of complaint types.

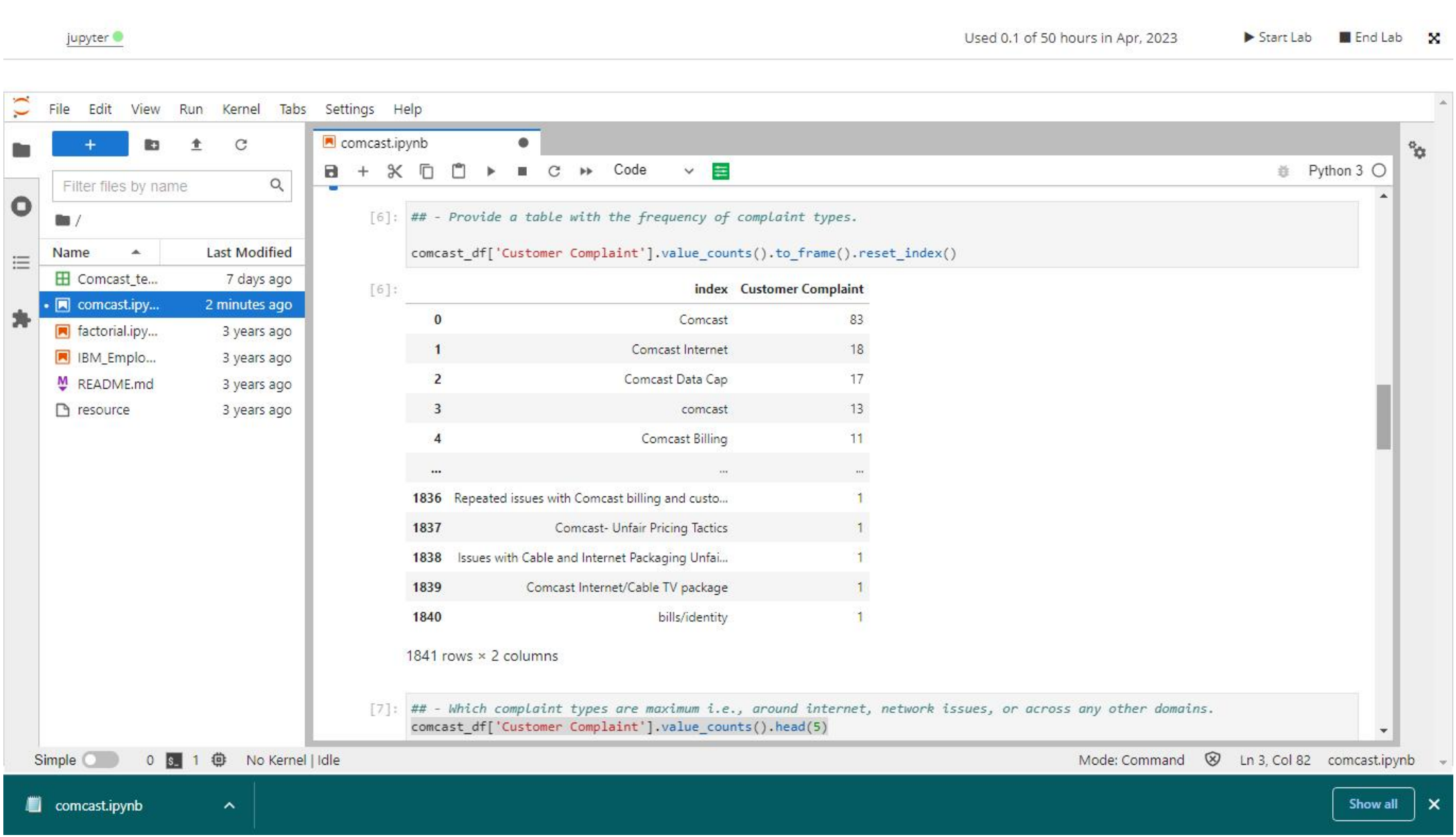
comcast_df['Customer Complaint'].value_counts().to_frame().reset_index()
```

[6]:

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

Simple 0 1 No Kernel | Idle Mode: Command Ln 3, Col 82 comcast.ipynb

comcast.ipynb Show all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Code
Python 3
[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
3 comcast 13
4 Comcast Billing 11
... ... ...
1836 Repeated issues with Comcast billing and custo... 1
1837 Comcast- Unfair Pricing Tactics 1
1838 Issues with Cable and Internet Packaging Unfai... 1
1839 Comcast Internet/Cable TV package 1
1840 bills/identity 1
1841 rows × 2 columns
[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)
Simple 0 1 No Kernel | Idle
Mode: Command Ln 3, Col 82 comcast.ipynb
comcast.ipynb
Show all

jupyter

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comcast.ipynb

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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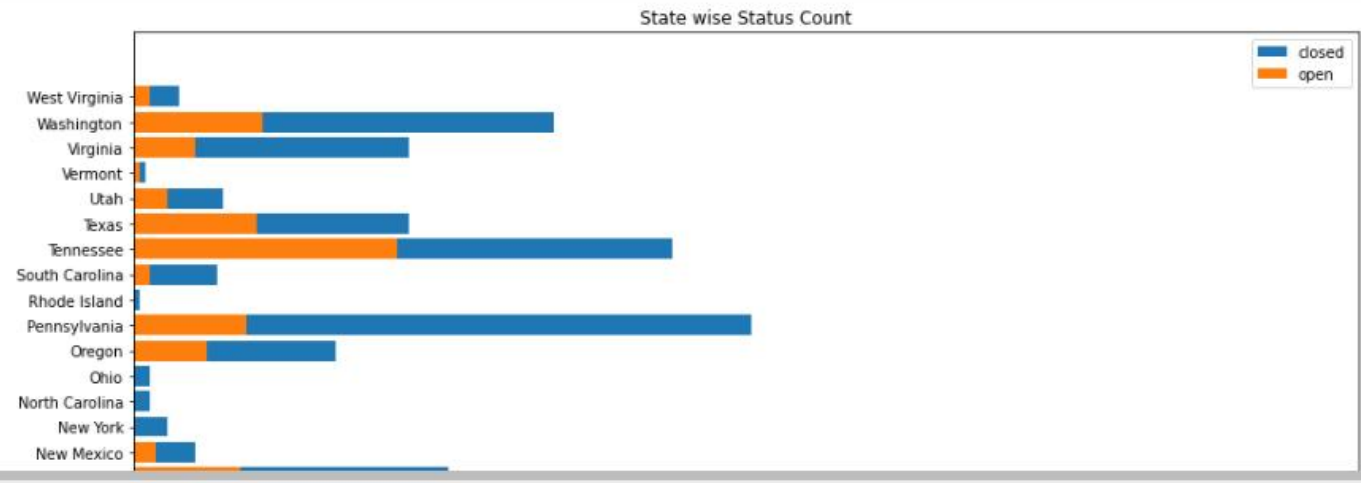
plt.title("State wise Status Count")

plt.show()
```

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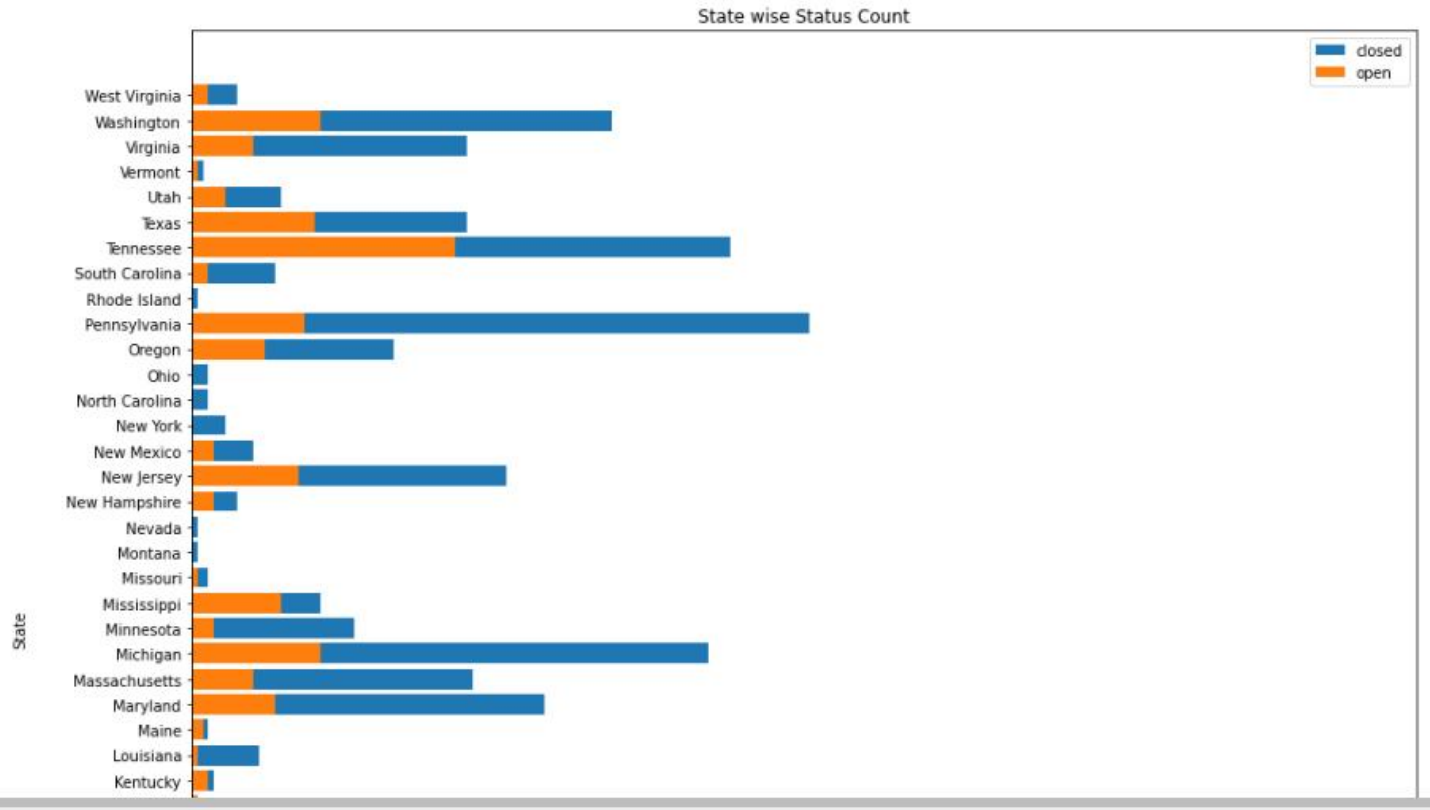
comcast.ipynb

Code Python 3

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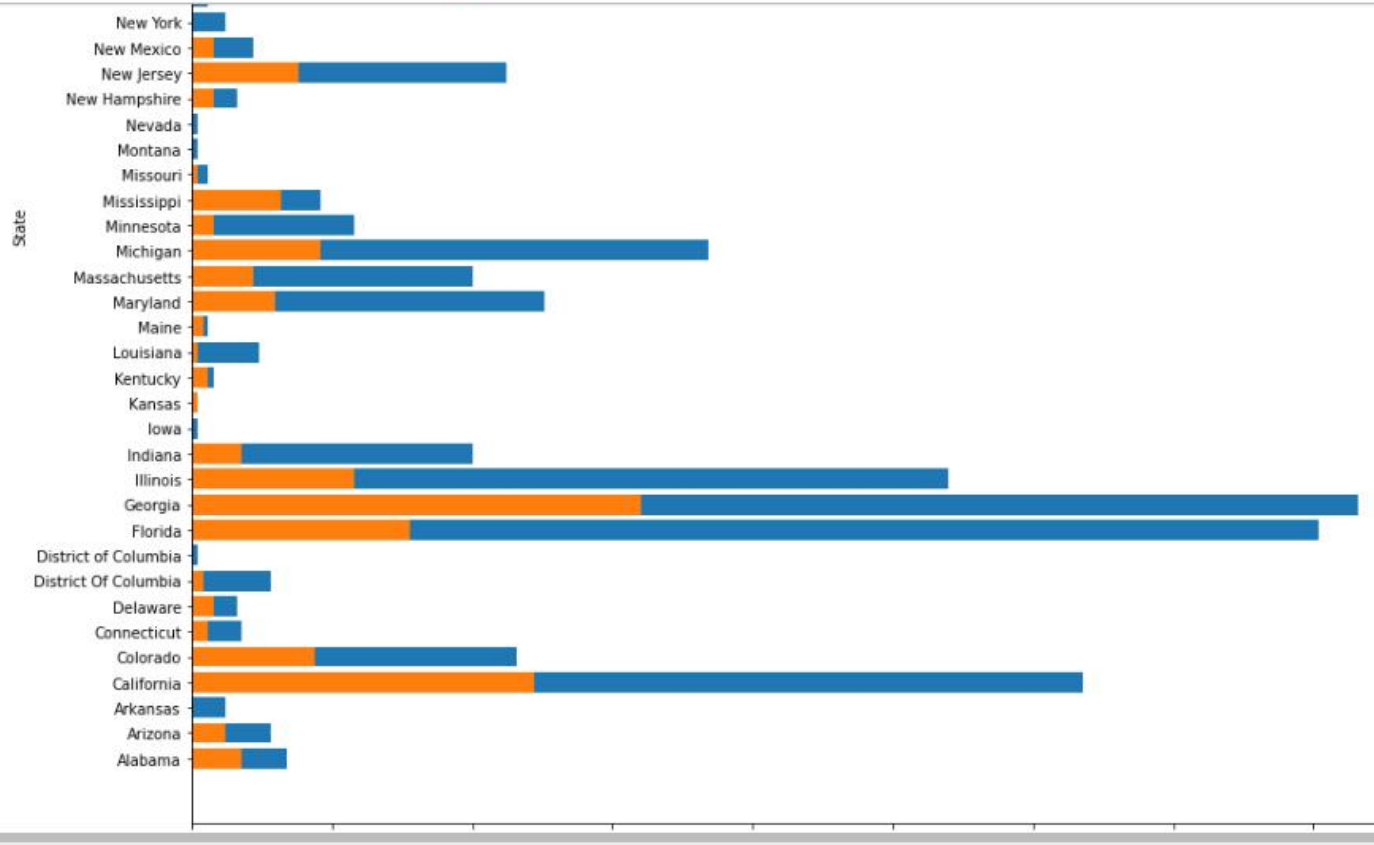
Code Python 3

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comcast.ipynb

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
```

Simple 0 1 No Kernel | Idle Mode: Command Ln 6, Col 34 comcast.ipynb

comcast.ipynb Show all