**Imarticus**

***R - class***

**Data Wrangling Exercise : Case Tagging**

Understanding of the data :-

File named as sampleid.xslx has 3 columns with header as

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |

**Case ID:** these are ticket ids assigned to each case/ticket opened

**Reassignment count :** number of times the case has been reassigned to different groups

*i.e if a Case ID has been reassigned 4 times after being “opened” then there will be 5 entries ( 4 for reassignment and 1 for ticket open) and all 5 entries will have number 4.*

*Reassignment count = 0 means that ticket wasn’t reassigned at all and closed by corresponding assignment group*

**Assignment Group :** this column contains the name of the assignment group to which case is assigned or reassigned. Non-blank cells of this columns belong to “Imarticus” and blank cells are “Non Imarticus”

Each Case ID can have multiple entries, each for assignment/ reassignment.

For each Case ID, first entry is “Case Created” or Case opened for first time, subsequent entries are reassignment.

Task 1 : perform Descriptive on the data.

Task 2 : clean the Headers (i.e. remove special characters) and replace the space with “\_” (underscore) using DPLYR and otherwise

Task 3 : *A Case ID can be created/Opened by anyone (Imarticus or Non-Imarticus). But in subsequent entries if its assigned to Non-Imarticus (blank cells) even once then the particular Case ID should belong to Non-Imarticus else it should belong to Imarticus.*

**Objective** is to tag each unique Case ID as “Imarticus” or “Non-Imarticus”.

Scenario 1 : below Case is reassigned only once and its closed by one of Imarticus group.

INC0783478 belongs to “Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC0783478 | 1 |  |
| INC0783478 | 1 | PLATFORM |

Scenario 2 : below Case is reassigned 5 times and its reassigned in between to Non-Imarticus group.

INC1345642 belongs to “Non-Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC1345642 | 5 | DEP |
| INC1345642 | 5 |  |
| INC1345642 | 5 | DEP |
| INC1345642 | 5 | DEP |
| INC1345642 | 5 | DEP |
| INC1345642 | 5 | DEP |

Scenario 3 : below Case is reassigned 3 times and its reassigned to Non-Imarticus group one or more times.

INC0787630 belongs to “Non-Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC0787630 | 3 |  |
| INC0787630 | 3 | PLATFORM |
| INC0787630 | 3 |  |
| INC0787630 | 3 | PLATFORM |

Scenario 4 : below Case is reassigned 4 times and its not reassigned to Non-Imarticus group even once.

INC0794092 belongs to “Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC0794092 | 4 | PLATFORM |
| INC0794092 | 4 | PLATFORM |
| INC0794092 | 4 | PLATFORM |
| INC0794092 | 4 | PLATFORM |
| INC0794092 | 4 | PLATFORM |

If Case is not reassigned at all then it is also taged to “Imarticus”, It does not matter who creates the Case

Scenario 5 : below Case is not reassigned at all and created by Non-Imarticus group.

INC0931727 also belongs to “Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC0931727 | 0 |  |

Scenario 6 : below Case is not reassigned at all and created by an Imarticus group.

INC0828151 belongs to “Imarticus”

|  |  |  |
| --- | --- | --- |
| **( Case ID #)** | **Reassignment count** | **Assignment Group** |
| INC0828151 | 0 | Tax |