Flow of Analysis:

1. Firstly, I have worked on Mcaffeine company data. Data includes products related information like Feedback, Query category, Query class, Source, Month, Ticket date, Product name, Batch Number/Fcailities and Remarks.
2. I have used panda library for analysis and matplotlib for visualization of graphs.
3. Then found out numbers of each month as per Query class. In this analysis, I found out Delivery class having the more numbers and packaging issues having the less number in July to November months. Also, we can see numbers for each month as per query class.
4. In order to find out the numbers of complaints excluding appreciation I have filter out the data except appreciation from all data and then group thes data with months and found out the complaint numbers and I came to know that in Delivery we have received more complaints in every month and less complaints received in packaging issues. So, we must work more on Delivery part inorder to improving service.
5. To find out number of delivery complaints from July to November month i have filtered out the "Delivery" from "query class" and found out months. As per data, graph shows as that august month have received highest complaints of delivery.
6. To find out the product which has highest complaint from Batch - B002, I have filtered out data of Batch-B002 from all data. Then i have applied group by on products. And found out product “Cocoa Kiss Creamy Matte Lipstick-Blush Slush” has more complaints in Batch-B002.
7. In order to know number of complaints received for the Batch- B220462, I filtered out data of Batch- B220462 from all data of Batch Number/Facilities then group the data as per query categories. As per data “Product Spillage” has received highest number of complaints.
8. Also, I found out query categories under delivery query class and the numbers/quantity of each query category. And as per analysis “Delayed order and Fake Update/Order RTO” has the highest complaints.
9. And, to find the source of complaints from which we have received highest complaints I simply grouped the column of source “Final-Class” and find out the numbers of each class. As per data I found out we have received more complaints from “inbound-CRM” system.