ANALYZING CUSTOMER RATINGS TO IDENTIFY TOP-RATED PRODUCTS (Amazon E-commerce Market 2023)

[DTSC 701/CSCI 626: Intro To Big Data]

RAMIS RAWNAK
GAHYEON BACK
NAFIAH ALAM
RAVI KIRAN REDDY PULIKANDAM

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1. DATA USED IN PROJECT



Amazon Product Dataset 2023 Size: 358 GB | Format: .csv | Source: Kaggle

4	А	В	С	D	Е	F	G	Н	1	J	K	L
1	asin	title	imgUrl	productUR	stars	reviews	price	listPrice	category_ic	isBestSeller	boughtInLas	tMonth
2	B014TMV5	Sion Softsio	https://m.r	https://ww	4.5	0	139.99	0	104	FALSE	2000	
3	B07GDLCQ	Luggage Se	https://m.r	https://ww	4.5	0	169.99	209.99	104	FALSE	1000	
4	B07XSCCZY	Platinum E	https://m.r	https://ww	4.6	0	365.49	429.99	104	FALSE	300	
5	B08MVFKG	Freeform H	https://m.r	https://ww	4.6	0	291.59	354.37	104	FALSE	400	
6	B01DJLKZB	Winfield 2	https://m.r	https://ww	4.5	0	174.99	309.99	104	FALSE	400	
7	B07XSCD2F	Maxlite 5 S	https://m.r	https://ww	4.5	0	144.49	0	104	FALSE	500	
8	B07MXF4G	Hard Shell	https://m.r	https://ww	4.5	0	169.99	0	104	FALSE	400	
9	B07H515V	Maxporter	https://m.r	https://ww	4.5	0	299.99	0	104	FALSE	100	
10	B08BXBCN	Omni 2 Hai	https://m.r	https://ww	4.5	0	112.63	137.04	104	FALSE	500	



1. DATA - (1) KEY FEATURES

PRODUCT RATINGS: It highlights the importance of product ratings as a primary indicator of customer satisfaction and product quality.

QUANTITY OF REVIEWS: It indicates that the number of reviews associated with a product provides valuable insights into the level of customer engagement and the overall popularity of the product.

<u>PRODUCT OF CATEGORIES</u>: It suggests that analyzing ratings by product category can reveal trends and patterns in customer preferences across different product types

PRODUCT PRICES:It suggests that understanding the relationship between customer ratings and product prices can provide insights into pricing strategies and customer value perception.

<u>PRODUCT DESCRIPTIONS</u>: It suggests that analyzing product descriptions alongside ratings can provide a more comprehensive understanding of customer feedback and identify areas for product improvement.

1. DATA - (2) COLUMNS

- ✓ <u>asin</u>: type-string | Product ID from Amazon.
- ✓ <u>title</u>: type-string | Title of the product.
- ✓ <u>imUrl</u>: type-string | Url of the product image.
- ✓ product URL: type-string | Url of the product.
- ✓ <u>stars</u>: type-float | Product rating, If 0, no ratings were found.
- ✓ <u>reviews</u>: type-int | Number of reviews, If 0, no reviews were found.
- ✓ <u>price</u>: type-float | currency-USD | Buy now price of the product. If 0, price was unavailable.
- ✓ <u>ListPrice</u>: type-float | currency- USD | Original price of product before discount. If 0, unavailable.
- <u>category_id</u>: type-int | Use the amazon_categories.cvs at dataset to find the actual category name.
- ✓ <u>isBestSeller</u>: type-boolean | Whether the product had the Amazon BestSeller status or not.
- ✓ **BoughtinLastMonth**: type-int | Sales quantity of the product occurred in Sep 2023 ONLY.

2. GOAL

GOAL OF THE PROJECT:

Analyze customer ratings to identify and extract the top-rated products list.

SIGNIFICANCE/RELEVANCE:

Analyzing customer ratings is a crucial aspect of understanding market dynamics. It
provides businesses with actionable data to make informed decisions, tailor their
offerings to meet customer expectations, and ultimately drive success in a
competitive market.

3. TECHNICAL APPROACH (1)

Why did we choose Data Lake?

- <u>Flexibility</u>: Data lakes can store raw, unstructured, and structured data, providing flexibility in handling various data formats.
- <u>Scalability</u>: Data lakes, especially cloud-based solutions, can scale horizontally to accommodate growing datasets.
- <u>Cost-Efficiency</u>: Cloud-based data lakes often offer a pay-as-you-go model, making it cost-effective for storing large amounts of data.

Why did we choose AWS as our distributed cloud service?

- <u>Widely Used</u>: AWS is a popular and widely adopted cloud service with extensive documentation and community support.
- <u>Comprehensive Services</u>: AWS provides a variety of services suitable for data storage, processing, and analysis, including S3 for data lake storage, and EMR for running Spark applications.

3. TECHNICAL APPROACH (2) aws

WHAT SERVICES DID WE CHOOSE?

STORAGE: S3 BUCKET DATA PIPELINE: GLUE ETL JOBS QUERIES: ATHENA





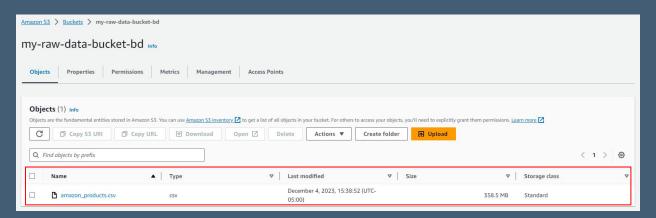


For convenience reason, we choose AWS Glue to design ETL data pipeline. AWS Glue is a fully managed extract, transform, and load (ETL) service that uses Apache Spark under the hood. When you create and run an AWS Glue ETL job, it automatically runs a Spark application in a managed Spark environment.

4. AWS CONFIGURATION (1) S3

Created S3 buckets using the AWS Management Console. S3 is used as a storage solution for our data. Uploading the the .csv file to S3 make the data accessible for processing by various AWS services.

S3 Bucket Configuration for Input data



4. AWS Configuration - (2-1) Crawler

Create a Glue Crawler using AWS Glue Console. Specify the S3 bucket and path where the data is stored. Run the Glue Crawler to discover the schema and metadata of the data. The Glue Crawler is used to automatically infer the schema and metadata of the data. This is important for the subsequent steps where you'll be processing and transforming the data.

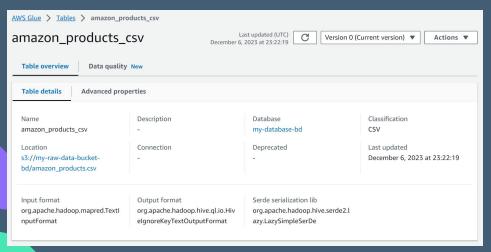
Glue Crawler Configuration after run

AWS Glue > Crawlers > my-crawler-bd			
my-crawler-bd		Last updated December 4, 2023 at 20:	
Crawler properties			
Name my-crawler-bd	IAM role AWSGlueServiceRole-bd ☑	Database my-database-bd	State READY
Description -	Security configuration	Lake Formation configuration	Table prefix
Maximum table threshold			
► Advanced settings			
Crawler runs Schedule Data sources Cla	assifiers Tags		
Crawler runs (1) The list of crawler runs for this crawler.		C Stop run	View CloudWatch logs [감
Q Filter data	⊞ Filte	r by a date and time range	< 1 > 0
Start time (UTC)	End time (UTC) ▽ Curre	nt/last duration ∇ Status ∇ DPU hours	▼ Table changes ▼
O December 4, 2023 at 20:59:31	December 4, 2023 at 21:00:26	55 s	

4. AWS CONFIGURATION- (2-2) CRAWLER



After running Crawler, AWS creates table on data catalog of Glue



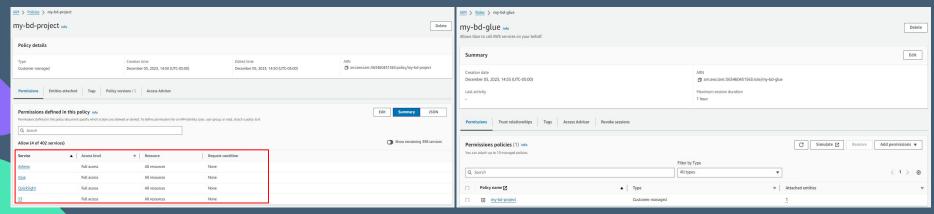
Schema Pa	artitions Indexes Colu	mn statistics - new					
Schema (11) View and manage to	he table schema.	Edit sch	Edit schema as JSON Edit schema				
Q Filter schem	as		⟨ 1 ⟩ ⊚				
#	▼ Column name	▼ Data type	▼ Partition key	▽ Comment ▽			
1	asin	string	=	×			
2	title	string	-	-			
3	imgurl	string	-	-			
4	producturl	string	-				
5	stars	double	-				
6	reviews	bigint	~				
7	price	double	-	-			
8	listprice	double	-	-			
9	category_id	bigint	-	E			
10	isbestseller	boolean	-	-			
11	boughtinlastmonth	bigint	-	-			

4. AWS Configuration - (3-1) IAM role

Create an IAM role with the necessary permissions for the Glue ETL jobs to access S3 and other AWS services. The Iam role ensures that the Glue ETL job has the necessary permissions to interact with other AWS services.

Configuration of IAM policy

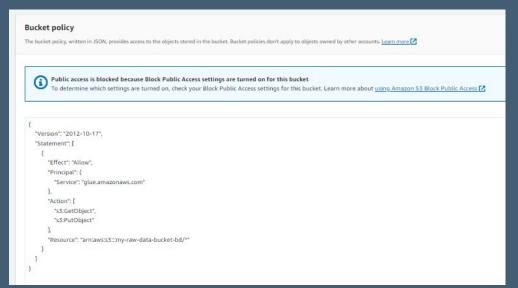
Configuration of IAM role



4. AWS Config. - (3-2) S3 permission

Ensure that the S3 bucket has the correct permissions, allowing the IAM role to read and write data. Proper S3 bucket permissions are crucial for reading and writing data during the ETL process.

Configuration of S3 permission



5. ETL data pipeline - (1) Visual



How it works?

- <u>Data Source</u>: Data Catalog | Bring the table that is created by Glue crawler and saved in data catalog.
- Transform in 4 steps:

Step#1 & 2 will be explained in details following slides.

Step#3 - Drop Duplicates: Eliminate duplicate rows

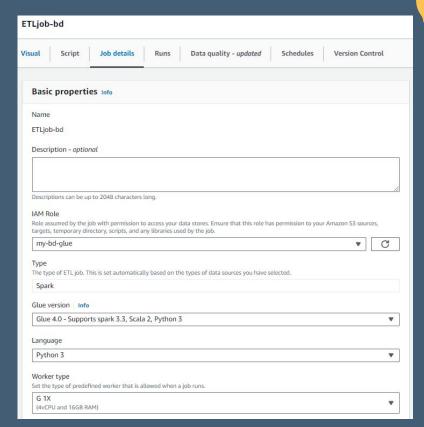
Step#4 - Drop Null Fields:Remove null value

<u>Target</u>: S3 Bucket | Set up 'data catalog update options' as
 'Create a table in the Data Catalog' for query on Athena

5. ETL data pipeline - (2-1) Config.

Before start, set up Glue ETL job detail:

- As mentioned, we utilized AWS Glue ro design the ETL data pipeline.
- **AWS Glue** is a fully managed extract, transform, and load (ETL) service that uses Apache Spark under the hood.
- When you create and run an AWS Glue ETL job, it automatically runs a Spark application in a managed Spark environment.



5. ETL data pipeline - (2-2) Config.

Transform Step#1 - Filter:

Extract data only,

Rating: Stars >= 4

Qty of Review: Review >=10,000

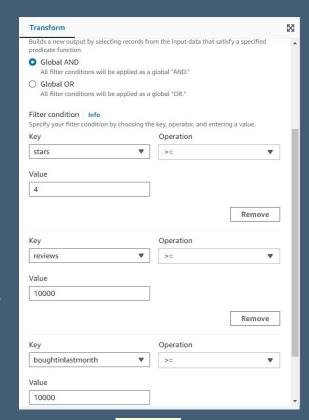
Oty of Sales:

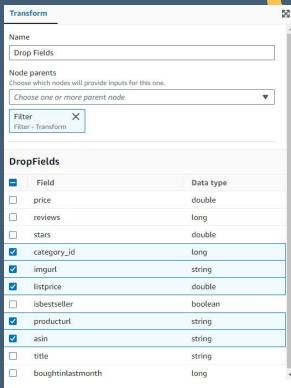
Boughtinlastmonth >= 10,000

Transform Step#2 - Drop Fields:

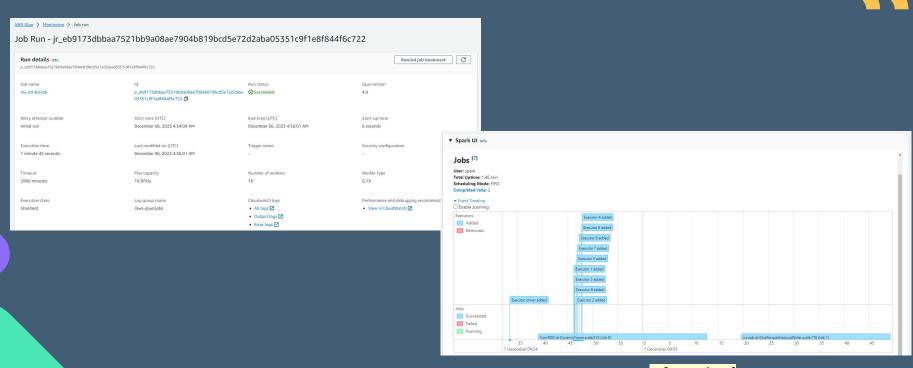
Extract relevant column only for efficient data analysis.

Extracted column: Price, Reviews, starts, isbestseller, title, boughtinlastmonth





5. ETL data pipeline - (3) ETL Result



[↑Spark UI]

5. ETL data pipeline - (4) ETL Result

Before and After in excel view
—Before (size 358MB)—

12	А	В	С	D	Е	F	G	н	1	J	К	L
1	asin	title	imgUrl	productURI	stars	reviews	price	listPrice	category_ic	isBestSelle	r boughtInLa:	tMonth
2	B014TMV5	Sion Softsi	https://m.r	https://ww	4.5	(139.99	0	104	FALSE	2000	
3	B07GDLCQ	Luggage Se	https://m.r	https://ww	4.5	(169.99	209.99	104	FALSE	1000	
4	B07XSCCZY	Platinum E	https://m.r	https://ww	4.6	(365.49	429.99	104	FALSE	300	
5	B08MVFKG	Freeform H	https://m.r	https://ww	4.6	(291.59	354.37	104	FALSE	400	
6	B01DJLKZB	Winfield 2	https://m.r	https://ww	4.5	(174.99	309.99	104	FALSE	400	
7	B07XSCD2F	Maxlite 5	https://m.r	https://ww	4.5	(144.49	0	104	FALSE	500	
8	B07MXF4G	Hard Shell	https://m.r	https://ww	4.5	(169.99	0	104	FALSE	400	
9	B07H515V	Maxporter	https://m.r	https://ww	4.5		299.99	0	104	FALSE	100	
10	B08BXBCN	Omni 2 Ha	rhttps://m.r	https://ww	4.5	(112.63	137.04	104	FALSE	500	
11	B0B9K44X	Luggage Se	https://m.r	https://ww	4.4	(209.99	0	104	FALSE	200	
12	B07QZLHT	Crew Versa	https://m.r	https://ww	4.7	0	271.99	319.99	104	FALSE	100	
13	B01HIATG6	Chatelet H	https://m.r	https://ww	4.6	(259.6	413.33	104	FALSE	100	
14	B07QXD3J	Crew Versa	https://m.r	https://ww	4.5	(323.99	0	104	FALSE	100	
15	B081JDHN	Centric 2 H	https://m.r	https://ww	4.5	(399.92	699.97	104	FALSE	100	
16	B07DMBG	Xpedition 3	https://m.r	https://ww	4.3	(42	0	104	FALSE	300	
17	B0B2X1BD	Stratum 2.	(https://m.r	https://ww	4.5	(89.95	139.99	104	FALSE	300	
18	B00GI3572	Women's S	https://m.r	https://ww	4.6	(164.99	174.99	104	FALSE	200	
19	B084P184f	Ascella X S	chttps://m.r	https://ww	4.5	(198.41	209.99	104	FALSE	100	
20	B094LVRCZ	Boren Poly	https://m.r	https://ww	3.9	(99.99	0	104	FALSE	300	
21	B072Z7K96	Clear PVC	https://m.r	https://ww	4.2	(17.99	19.99	104	FALSE	1000	
22	B09WXLYG	Aspire DLX	https://m.r	https://ww	4.6	(130.29	159.99	104	FALSE	200	
23	B07FDK2F\	Winfield 3	https://m.r	https://ww	4.3	(366.53	779.97	104	FALSE	50	
24	B07FNSKM	Oxford Exp	https://m.r	https://ww	4.5	(119.47	0	104	FALSE	100	
25	B09R35YK2	Chatelet H	https://m.r	https://ww	4.5	(276	369.99	104	FALSE	50	
26	B084LP1JL	Anzio Softs	https://m.r	https://ww	4.1	0	98.62	149.99	104	FALSE	300	
27	B0040A6B	Amsterdan	https://m.r	https://ww	4.2	0	89.9	121.25	104	FALSE	200	
28	B074ZKXZ7	4 Kix Expan	https://m.r	https://ww	4.6	(78.83	99.99	104	FALSE	300	
29	B08KYF6CN	4010 Softs	i https://m.r	https://ww	4.5	(123.25	144.99	104	FALSE	200	
30	B0B12RQ9	Platinum E	https://m.r	https://ww	4.4	0	399.49	469.99	104	FALSE	50	

—After(size 59KB)—

	Α	В	C	D	E	F	G
1	price	reviews	stars	isbestselle	rtitle	boughtinlas	stmonth
2	18.99	27263	4.7	TRUE	Shynerk Ba	10000	
3	24.31	28518	4.5	FALSE	Pure Protei	10000	
4	9.71	21854	4.7	TRUE	Edge Shave	30000	
5	18.99	42849	4.6	TRUE	Etekcity Inf	10000	
6	8.99	25420	4.4	TRUE	OLANLY Lu:	10000	
7	4.97	98769	4.5	TRUE	NYX PROFE	10000	
8	9.99	12636	4.6	TRUE	e.l.f. Power	40000	
9	8.71	15828	4.7	FALSE	Neutrogena	20000	
10	4.99	20341	4.4	FALSE	essence L	10000	
11	7.2	55040	4.4	FALSE	L'Oré	10000	
12	9.5	37968	4.4	FALSE	e.l.f. Porele	10000	
13	16.49	183726	4.6	TRUE	Schick Hydi	10000	
14	15.95	25280	4.6	TRUE	Lilly's Love	10000	
15	44.95	122450	4.3	TRUE	Pharmedoo	10000	
16	15.45	33115	4.6	FALSE	MAJESTIC F	10000	
17	4.44	40005	4.7	TRUE	Bright Start	10000	
18	14.1	12769	4.8	FALSE	Ddrops Org	10000	
19	19.99	16615	4.5	FALSE	Massage G	10000	
20	4.99	28988	4.4	FALSE	essence L	10000	
21	6.01	49923	4.6	TRUE	Palmer's Co	10000	
22	39.99	14705	4.5	TRUE	RAEMAO N	10000	
23	6.47	21095	4.4	FALSE	Dr. Schollâ	10000	
24	14.99	22157	4.5	FALSE	Adams Plus	10000	
25	489.99	24023	4.8	TRUE	Xbox Series	10000	
26	99.95	89852	4.7	TRUE	NOCO Boos	20000	
27	24.99	39441	4.6	FALSE	ANCEL AD3	10000	
28	9.99	12548	4	FALSE	Gel Nail Po	10000	
29	41.95	36945	4.6	FALSE	nbpure Ma	10000	
30	8.93	59015	4.7	TRUE	Garnier Ski	20000	

6. Queries on Athena (1)

Goal: What are the most top-rated products?

To retrieve the top 100 most highly rated products based on quantity of actual reviews and sales volume, write query selects all columns from the preprocessed data and orders the results based on the rating points first in descending order, then by qty of reviews and sales both in descending order as well.

SQL to extract the 100 top-rated product list

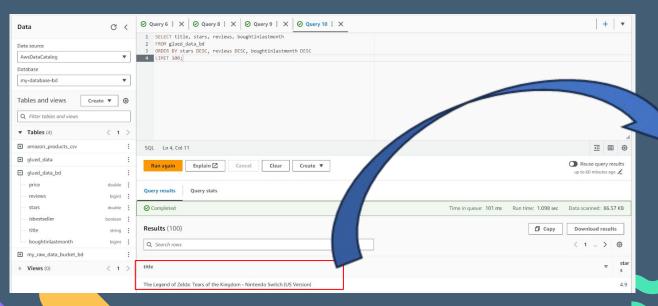
⊘ Question#1 :

- 1 SELECT title, stars, reviews, boughtinlastmonth
- 2 FROM glued data bd
- 3 ORDER BY stars DESC, reviews DESC, boughtinlastmonth DESC
- 4 LIMIT 100;

6. Queries on Athena (2)

Result:

The most highly rated product based on reviews and sales in 2023 was 'The Legend of Zelda: Tears of the Kingdom - Nintendo Switch (US Version)'





7. CONCLUSION (1)

List of top 30 top-rated product based on volume of reviews and sales in Sep.2023 in Excel view

7	A	В	С	D
1	title	stars	reviews	boughtinlastmonth
2	The Legend of Zelda: Tears of the Kingdom - Nintendo Switch (US Version)	4.9	15084	10000
3	The Legend of Zelda: Tears of the Kingdom - Nintendo Switch (US Version)	4.9	15084	10000
4	Let's Count Soft Book - World of Eric Carle the Very Hungry Caterpillar Baby on the Go Clip Teething Crinkle Soft Sensory Book	4.9	10476	10000
5	Let's Count Soft Book - World of Eric Carle the Very Hungry Caterpillar Baby on the Go Clip Teething Crinkle Soft Sensory Book	4.9	10476	10000
6	PlayStation DualSense Wireless Controller – Midnight Black	4.8	90649	10000
7	PlayStation DualSense Wireless Controller – Midnight Black	4.8	90649	10000
8	MEGA BLOKS Fisher-Price Toddler Block Toys, Big Building Bag with 80 Pieces and Storage Bag, Blue, Gift Ideas for Kids Age 1+	4.8	77797	10000
9	MEGA BLOKS Fisher-Price Toddler Block Toys, Big Building Bag with 80 Pieces and Storage Bag, Blue, Gift Ideas for Kids Age 1+	4.8	77797	10000
10	Graco TurboBooster 2.0 Backless Booster Car Seat, Denton	4.8	65909	20000
11	Graco TurboBooster 2.0 Backless Booster Car Seat, Denton	4.8	65909	20000
12	Sassy Stacks of Circles Stacking Ring STEM Learning Toy, Age 6+ Months, Multi, 9 Piece Set	4.8	56107	20000
13	Sassy Stacks of Circles Stacking Ring STEM Learning Toy, Age 6+ Months, Multi, 9 Piece Set	4.8	56107	20000
14	Neutrogena Makeup Remover Wipes Singles, Daily Facial Cleanser Towelettes, Gently Removes Oil & Makeup, Alcohol-Free Ma	4.8	54029	60000
15	Neutrogena Makeup Remover Wipes Singles, Daily Facial Cleanser Towelettes, Gently Removes Oil & Makeup, Alcohol-Free Ma	4.8	54029	60000
16	LEGO Classic Medium Creative Brick Box 10696 Building Toy Set - Featuring Storage, Includes Train, Car, and a Tiger Figure, and	4.8	45455	10000
17	LEGO Classic Medium Creative Brick Box 10696 Building Toy Set - Featuring Storage, Includes Train, Car, and a Tiger Figure, and	4.8	45455	10000
18	Infantino Lil' Nibbles Textured Silicone Teether -Sensory Exploration and Teething Relief with Easy to Hold Handles, Orange Cai	4.8	42153	10000
19	Infantino Lil' Nibbles Textured Silicone Teether -Sensory Exploration and Teething Relief with Easy to Hold Handles, Orange Cai	4.8	42153	10000
20	NOW Supplements, Vitamin D-3 5,000 IU, High Potency, Structural Support*, 240 Softgels	4.8	40845	20000
21	NOW Supplements, Vitamin D-3 5,000 IU, High Potency, Structural Support*, 240 Softgels	4.8	40845	20000
22	Munchkin® Float & Play Bubbles™ Baby and Toddler Bath Toy, 4 Count	4.8	27099	10000
23	Munchkin® Float & Play Bubbles™ Baby and Toddler Bath Toy, 4 Count	4.8	27099	10000
24	Xbox Series X	4.8	24023	10000
25	Xbox Series X	4.8	24023	10000
26	Nature Made Folic Acid 400 mcg (665 mcg DFE), Dietary Supplement for Nervous System Function, 250 Tablets, 250 Day Suppl	4.8	18554	10000
27	Nature Made Folic Acid 400 mcg (665 mcg DFE), Dietary Supplement for Nervous System Function, 250 Tablets, 250 Day Suppl	4.8	18554	10000
28	Fine Ground Celtic Sea Salt â€" (1) 16 Ounce Resealable Bag of Nutritious, Classic Sea Salt, Great for Cooking, Baking, Pickling,	4.8	18110	10000
29	Fine Ground Celtic Sea Salt â€" (1) 16 Ounce Resealable Bag of Nutritious, Classic Sea Salt, Great for Cooking, Baking, Pickling,	4.8	18110	10000
30	Ddrops Organic Baby 400 IU 90 Drops - Daily Vitamin D Liquid for Infants. Supports Teeth & Bone Health. No Preservatives, No	4.8	12769	10000

7. CONCLUSION (2)

TOP-RATED PRODUCTS:

- Our analysis has revealed a list of top-rated products based on customer ratings.
- These findings are crucial for businesses aiming to understand customer preferences and make data-driven decisions to enhance their product offerings.

KEY INSIGHTS:

- In conclusion, the analysis has provided key insights into customer preferences and top-rated products.
- Businesses can use this information to tailor their strategies, improve product offerings, and ultimately enhance customer satisfaction.

BUSINESS SIGNIFICANCE:

- The findings have significant implications for businesses, allowing them to align their products more closely with customer expectations.
- This alignment is crucial for staying competitive in the market and fostering long-term customer loyalty.

8. CHALLENGES AND FUTURE SOLUTIONS

CHALLENGES FACED:

1. <u>Challenge</u>: After Glue ETL job, we need to load table Metadata since AWS automatically saves the table as a set of schema and metadata separately.

<u>Solution</u>: The command below discovers the partitions in data and updates Athena metadata accordingly.

MSCK REPAIR TABLE your_table_name;

2. <u>Challenge</u>: Wanted to visualize more through Quicksight (dashboard visualization tool). But, it is \$24/month. So, we used only Athena.

Solution: Must have sufficient fund to afford it.

3. <u>FUTURE ADVANCED ANALYSIS IDEA</u>: Classify the categories of top rated product and visualize with pie chart to get some Amazon e-commerce market insight in 2023

THANKS FOR LISTENING!

ANY QUESTIONS?

Please find all code script, data files and meeting log here: https://github.com/Duggieeeey/AWSglue-ETL

