

Analysis Task

- 1- Import data into R environment.
- 2- Provide the trend chart for the number of complaints at monthly and daily granularity levels.
- 3- Provide a table with the frequency of complaint types.
 - Which complaint types are maximum i.e., around internet, network issues, or across any other domains.
- 4- 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.
- 5- Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3. Provide insights on:
 - Which state has the maximum complaints
 - Which state has the highest percentage of unresolved complaints
- 6- Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.

The analysis results to be provided with insights wherever applicable.