

# Comcast Telecom Consumer Complaints

05/12/2020

Comcast is an American global telecommunication company. The firm has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month (October 2016) the authority fined them a \$2.3 million, after receiving over 1000 consumer complaints.

The existing database will serve as a repository of public customer complaints filed against Comcast. It will help to pin down what is wrong with Comcast's customer service.

Tasks to be performed:-

- Import data into R environment.
- Provide the trend chart for the number of complaints at monthly and daily granularity levels.
- 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.
- 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.
- 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
- Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.

```
#Importing necessary packages
```

```
library(dplyr)
```

```
##
```

```
## Attaching package: 'dplyr'
```

```
## The following objects are masked from 'package:stats':
```

```
##
```

```
## filter, lag
```

```
## The following objects are masked from 'package:base':
```

```
##
```

```
## intersect, setdiff, setequal, union
```

```
library(ggplot2)
library(lubridate)
```

```
##
## Attaching package: 'lubridate'

## The following objects are masked from 'package:base' :
##
##     date, intersect, setdiff, union
```

### *#Importing Comcast Dataset*

```
comcast_data<- read.csv("Comcast Telecom Complaints data.csv",header = TRUE)
```

### *#Manipulating Field Names*

```
names(comcast_data)<-gsub(pattern = ' \\. ',replacement = "",x=names(comcast_data))
names(comcast_data)
```

```
## [1] "Ticket"           "CustomerComplaint"
## [3] "Date"             "Time"
## [5] "ReceivedVia"      "City"
## [7] "State"            "Zipcode"
## [9] "Status"           "FilingonBehalfofSomeone"
```

```
View(comcast_data)
```

From the dataset, we can see that the format of Date column is not same throughout, so we need to make it same for analysis.

### *#Processing Date*

```
comcast_data$Date<- dmy(comcast_data$Date)
View(comcast_data)
```

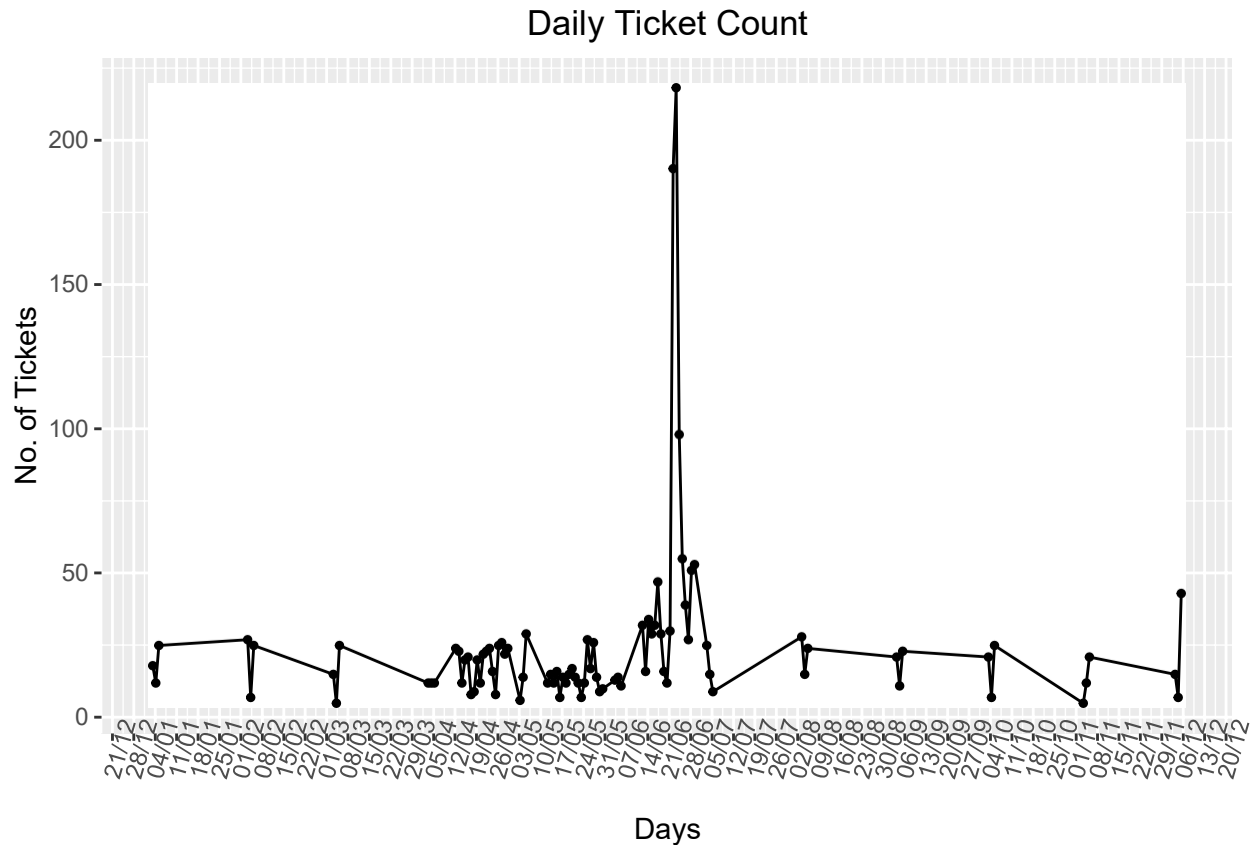
- Now we need to get the complaints on a daily level basis and plot a trend chart for it.

```
ans<-comcast_data %>% group_by(Date) %>% summarize(NumOfComplaints=n())
```

```
## 'summarise()' 'ungrouping output (override with '.groups' argument)
```

### *#Plotting for daily granularity level*

```
ggplot(data = ans, aes(as.POSIXct(Date), NumOfComplaints)) +
  geom_line() +
  geom_point(size = 1) +
  scale_x_datetime(breaks = "1 weeks", date_labels = "%d/%m") +
  labs(title = "Daily Ticket Count", x= "Days", y ="No. of Tickets") +
  theme(axis.text.x = element_text(angle = 75),
        plot.title = element_text(hjust = 0.5))
```

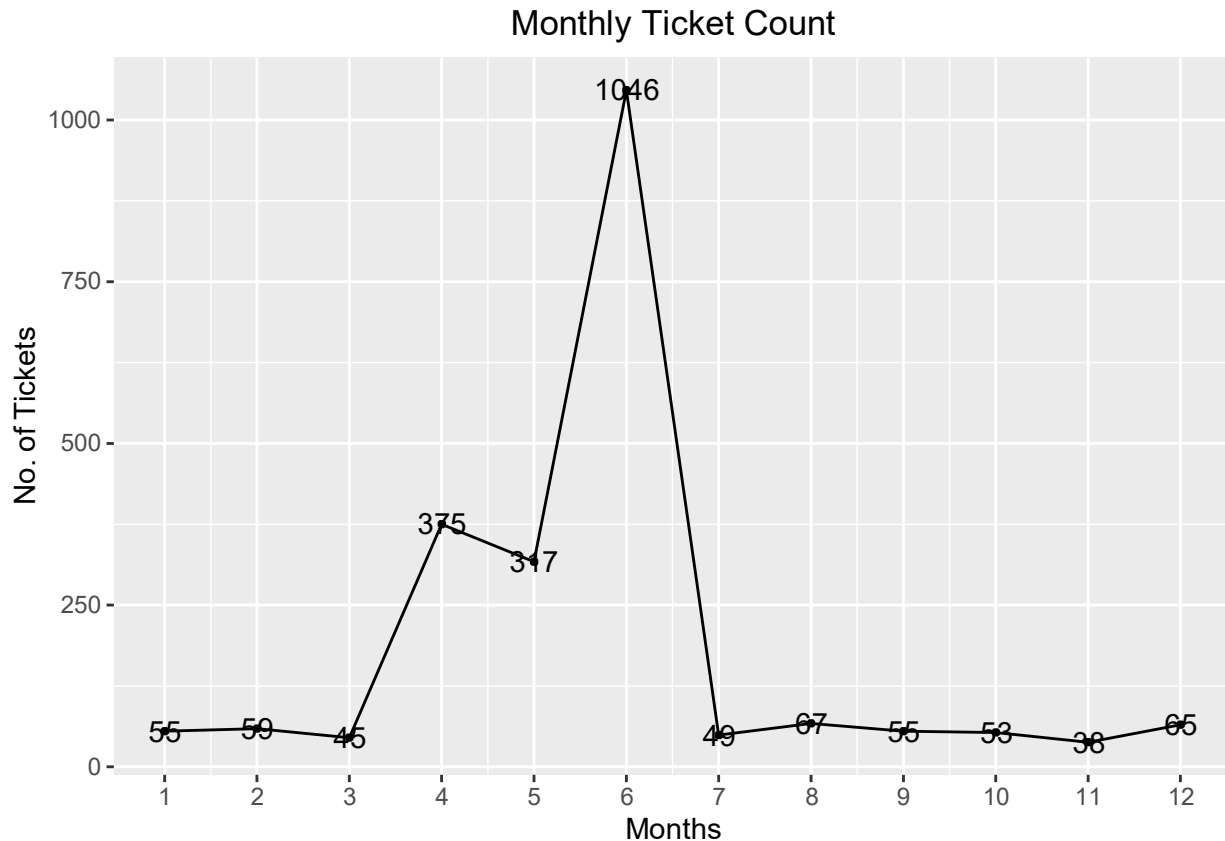


- Now we need to get the complaints on a monthly level basis and plot a trend chart for it.

```
#Making month field
comcast_data$Month<-months(comcast_data$Date)
ans1<-comcast_data %>% group_by(Month =as.integer(month(Date))) %>% summarize(NumOfComplaints=n()) %>%

## 'summarise()' 'ungrouping output (override with '.groups ' argument)

#Plotting for monthly granularity level
ggplot(data = ans1,aes(Month,NumOfComplaints,label = NumOfComplaints))+
  geom_line()+
  geom_point(size = 0.8)+
  geom_text()+
  scale_x_continuous(breaks = ans1$Month)+
  labs(title = "Monthly Ticket Count",x= "Months",y ="No. of Tickets")+
  theme(plot.title = element_text(hjust = 0.5))
```



INSIGHTS:- From the above trend chart, we can clearly see that complaints for the month of June are maximum i.e.1046.

- Now we need to make a frequency table basis the complaint types.

```
# Complaint Type Processing
network_tickets<- contains(comcast_data$CustomerComplaint,match = ' network' ,ignore.case = T)
internet_tickets<- contains(comcast_data$CustomerComplaint,match = ' internet' ,ignore.case = T)
billing_tickets<- contains(comcast_data$CustomerComplaint,match = ' bill' ,ignore.case = T)
email_tickets<- contains(comcast_data$CustomerComplaint,match = ' email' ,ignore.case = T)
charges_ticket<- contains(comcast_data$CustomerComplaint,match = ' charge' ,ignore.case = T)

comcast_data$ComplaintType[internet_tickets]<- "Internet"
comcast_data$ComplaintType[network_tickets]<- "Network"
comcast_data$ComplaintType[billing_tickets]<- "Billing"
comcast_data$ComplaintType[email_tickets]<- "Email"
comcast_data$ComplaintType[charges_ticket]<- "Charges"

comcast_data$ComplaintType[-c(internet_tickets,network_tickets,
                              billing_tickets,charges_ticket,email_tickets)]<- "Others"
table(comcast_data$ComplaintType)
```

```
##
## Billing Charges Email Internet Network Others
##      363      139      16      472      1     1233
```

INSIGHTS:- From the above table we can see that the Internet type complaints are maximum.

- Now we need to make a new categorical variable for Complaint Status.

```
open_complaints<-(comcast_data$Status == ' Open' | comcast_data$Status == ' Pending' )
closed_complaints<-(comcast_data$Status == ' Closed' | comcast_data$Status == ' Solved' )
comcast_data$ComplaintStatus[open_complaints]<-' Open'
comcast_data$ComplaintStatus[closed_complaints]<-' Closed'
```

- Now we need to plot state wise status of complaints in a stacked bar chart.

```
stack<-table(comcast_data$ComplaintStatus,comcast_data$State)
stack
```

```
##
##      Alabama Arizona Arkansas California Colorado Connecticut Delaware
## Closed      17      14       6      159      58           9       8
## Open       9       6       0       61      22           3       4
##
##      District of Columbia District Of Columbia Florida Georgia Illinois
## Closed           1           14      201      208      135
## Open            0           2       39       80       29
##
##      Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massa husetts
## Closed       50      1      1       4       12      3       63       50
## Open        9      0      1       3       1      2       15       11
##
##      Michigan Minnesota Mississippi Missouri Montana Nevada New Hampshire
## Closed       92      29       23       3       1       1       8
## Open        23      4       16       1      0       0       4
##
##      New Jersey New Mexico New York North Carolina Ohio Oregon Pennsylvania
## Closed       56      11       6           3      3      36      110
## Open        19      4       0           0      0      13       20
##
##      Rhode Island South Carolina Tennessee Texas Utah Vermont Virginia
## Closed         1      15      96      49      16       2       49
## Open          0       3      47      22      6       1       11
##
##      Washington West Virginia
## Closed       75       8
## Open        23       3
```

```
comcast_data<- group_by(comcast_data,State,ComplaintStatus)
chart_data<- summarise(comcast_data,Count = n())
```

```
## 'summarise()' 'regrouping output by ' State' (override with '.groups ' argument)
```

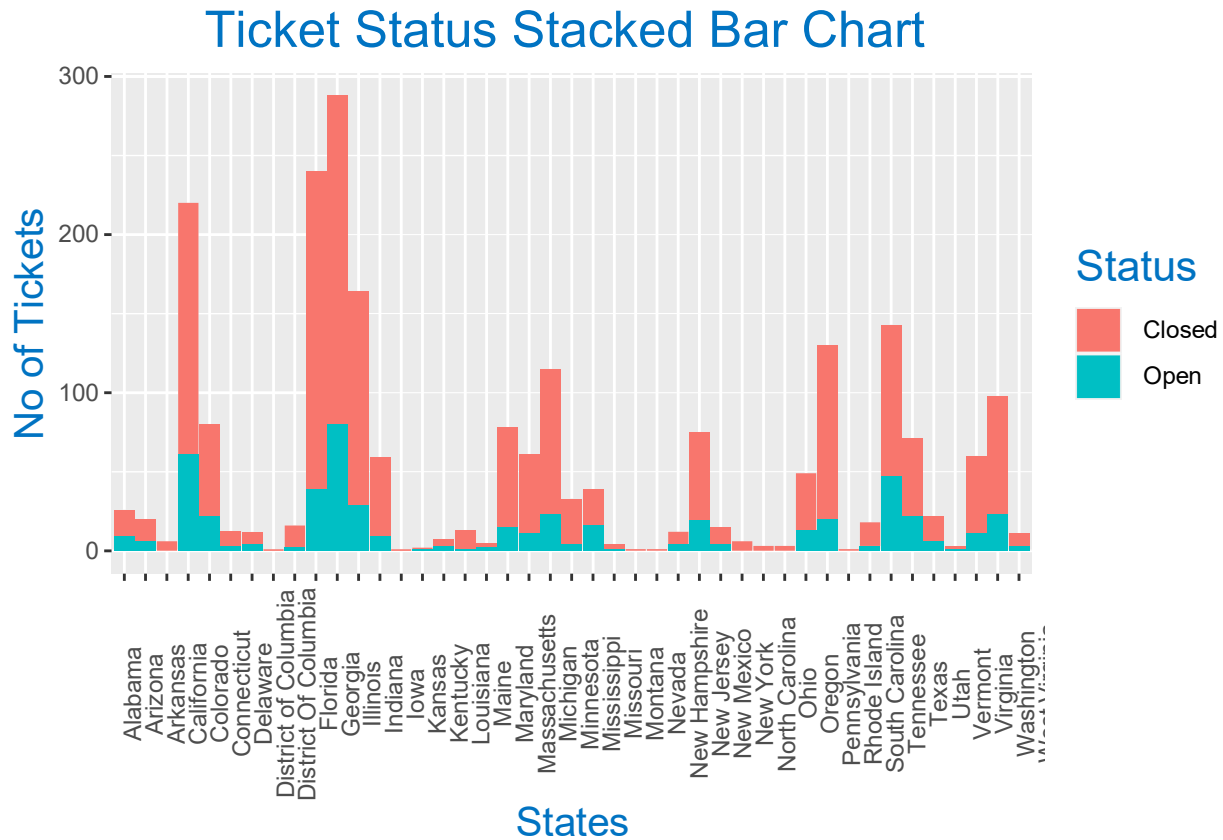
*#Plotting on stacked bar chart*

```
ggplot(as.data.frame(chart_data) ,mapping = aes(State,Count))+
  geom_col(aes(fill = ComplaintStatus),width = 0.95)+
  theme(axis.text.x = element_text(angle = 90),
        axis.title.y = element_text(size = 15),
        axis.title.x = element_text(size = 15),
```

```

title = element_text(size = 16, colour = "#0073C2FF"),
plot.title = element_text(hjust = 0.5)) +
labs(title = "Ticket Status Stacked Bar Chart ",
x = "States", y = "No of Tickets",
fill= "Status")

```



INSIGHTS:- From the above chart, we can clearly see that Georgia has maximum complaints.

- Now we need to see which state has maximum unresolved complaints

```
comcast_data %>% filter(ComplaintStatus==' Open' ) %>% group_by(State) %>% summarize(NumOfComplaints=n())
```

```
## 'summarise()' 'ungrouping output (override with '.groups' argument)
```

```
## # A tibble: 34 x 2
##   State      NumOfComplaints
##   <chr>          <int>
## 1 Georgia             80
## 2 California           61
## 3 Tennessee           47
## 4 Florida             39
## 5 Illinois            29
## 6 Michigan            23
## 7 Washington          23
```

```
## 8 Colorado                22
## 9 Texas                    22
## 10 Pennsylvania            20
## # ... with 24 more rows
```

INSIGHTS:- From the table generated above we can see that Georgia has maximum unresolved complaints i.e. 80.

- Now we want to see the percentage of resolved complaints.

```
tot<-comcast_data %>% group_by(ComplaintStatus) %>% summarize(NumOfComplaints=n())
```

```
## 'summarise()' 'ungrouping output (override with '.groups' argument)
```

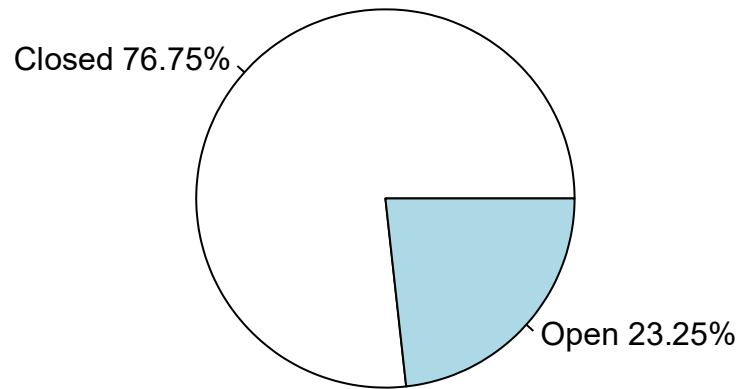
```
tot
```

```
## # A tibble: 2 x 2
##   ComplaintStatus NumOfComplaints
##   <chr>           <int>
## 1 Closed          1707
## 2 Open            517
```

```
slices<-tot$NumOfComplaints
pct<-round((slices/sum(slices)*100),2)
lbls<-paste(tot$ComplaintStatus," ",pct,"%",sep="")
```

```
#Plotting pie chart
```

```
pie(slices,labels=lbls)
```



INSIGHTS:- From the above pie chart we can clearly see that there are total 76.75% Complaints resolved.

```
int<-comcast_data %>% filter(ReceivedVia==' Internet' ,ComplaintStatus==' Closed' ) %>% group_by(ReceivedVia)
```

```
## 'summarise()' 'regrouping output by ' ReceivedVia' (override with '.groups' argument)
```

```
ccc<-comcast_data %>% filter(ReceivedVia==' Customer Care Call' ,ComplaintStatus==' Closed' ) %>% group_by
```

```
## 'summarise()' 'regrouping output by ' ReceivedVia' (override with '.groups' argument)
```

```
#Percentage of resolved internet Complaints
```

```
intpct<-round(int$NumOfComplaints/sum(tot$NumOfComplaints)*100,2)
intpct
```

```
## [1] 37.9
```

```
#Percentage of resolved Customer Care Call Complaints
```

```
cccpct<-round(ccc$NumOfComplaints/sum(tot$NumOfComplaints)*100,2)
cccpct
```

```
## [1] 38.85
```

INSIGHTS:- From the above output we can see that of the 76.75% resolved Complaints, 37.9% complaints are Internet type while 38.85% are Customer Care Call type.