

Comcast Telecom Consumer Complaints.

DESCRIPTION

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 performed:

- Imported dataset into a dataframe.
- Created a Chart for the number of complaints at monthly granularity levels
- Created a Chart for the number of complaints at daily granularity levels
- Detected the frequency of complaint types and found out that Complaint types are maximum around Comcast , Comcast data Cap , Comcast Internet , Comcast data Cap , Comcast Billing.
- Created New categorical variable with value as Open and Closed. Open & Pending issues were categorized as Open and Closed & Solved were categorized as Closed.
- Provided state wise status of complaints in a stacked bar chart.
- Detected the State with maximum number of complaints is Georgia.
- Detected the State with maximum number of unresolved complaints is Georgia.
- Detected percentage of complaints resolved till date, which were received through the Internet and customer care calls and found out the percentage of closed and open complaints were 76.8% and 23.2% respectively.