



# Barclays Virtual Taster Course: Data Analytics

Digital Workbook



# Virtual Taster Course: Data Analytics Workbook



## Brief

Now that you've read over the supporting materials, have a go at the following questions. Good luck!

### 1. Which was the busiest period/which saw the most incidents?

Post analysing the incident count per date for data centre dataset, could see 18th July, 2022 had 4 incidents which is the highest no of incidents been reported.

### 2. Which category of incidents had the highest volume?

By grouping the incident count per category, the data shows 5 incidents were reported for Call Quality, being the most no of incident of all category.

### **3. Were there any repeat offenders (agents reporting incidents more than once?)**

Having checked the count of incident per caller id, could see there are 2 repeated callers. Isaac Cohen had reported Distorted Audio twice and System crash once and Zara Khan had reported 2 issues from different category i.e. Call Quality and System crash.

**Using the raw data, we would like you to create a stacked bar chart showing the volume and type of incidents per location.**

Please create your stacked bar chart in a separate document and **upload in the submissions section.**