## SEGMENTO

Output from my code:

|  |  |  |
| --- | --- | --- |
| resposta | (n) | % |
| DISTRIBUIÇÃO | 315 | 54,7 |
| NSA | 181 | 31,4 |
| FIDER |  | 13,9 |
| Total | 576 | 100,0 |

BASIC

How i want:

|  |  |  |
| --- | --- | --- |
| Respostas | (n) | (%) |
| DISTRIBUIÇÃO | 314 | 57,2 |
| NSA | 159 | 29,0 |
| FIDER | 76 | 13,8 |
| **Total** | **549** | **100,0** |

Comment:

Basic table isn't static at all when i talk about rows. More than once, i probably did a table with more than 200 rows, i think you could count rows from DF that we input in function.

## P1, Em uma escala de 0 a 10 (onde 0 Jamais indicaria e 10 Certamente indicaria), qual a chance de você indicar a EMPRESA a terceiros?

Output from my code:

|  |  |  |
| --- | --- | --- |
| resposta | (n) | % |
| 0 | 3 | 0,5 |
| 1 | 1 | 0,2 |
| 2 | 0 | 0,0 |
| 3 | 0 | 0,0 |
| 4 | 3 | 0,5 |
| 5 | 6 | 1,0 |
| 6 | 4 | 0,7 |
| 7 | 21 | 3,6 |
| 8 | 82 | 14,2 |
| 9 | 95 | 16,5 |
| 10 | 361 | 62,7 |
| Total | 576 | 99,9 |

how i need: (need to calculate)

|  |  |  |
| --- | --- | --- |
| **Notas** | **Q4/2019**  **(%)** | |
| 0 | 0,5 | **2,9** |
| 1 | 0,2 |
| 2 | 0,0 |
| 3 | 0,0 |
| 4 | 0,5 |
| 5 | 1,0 |
| 6 | 0,7 |
| 7 | 3,6 | **17,8** |
| 8 | 14,2 |
| 9 | 16,5 | **69,3** |
| 10 | 62,8 |
| Not answer | 0,0 | **0,0** |
| **Total** | **100,0** | **100,0** |
| **Net Promoter Score (NPS)** | **66,4** | |

Comments:

NPS Table is Static. About rows, it has the header plus fourteen rows. I need you to calculate de Total and NPS Row (last row, it’s a simple calculus, row10+row11 – (row 1 to row 7)) and i need you to calculate the third column (red row is sum of row 1 to row 7, not colored row is row 8+row 9, and green row is row 10+row11).

I dont know how to create this table, that’s why i create a basic table in my code. So i gave you the data frame with all information about NPS question.

### P1, Em uma escala de 0 a 10 (onde 0 Jamais indicaria e 10 Certamente indicaria), qual a chance de você indicar a EMPRESA a terceiros? x SEGMENTO

Output from my code:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| linha | DISTRIBUIÇÃO | FIDER | NSA | Global (%) |
| 0 | 0,3 | 1,2 | 0,6 | 0,5 |
| 1 | 0,0 | 1,2 | 0,0 | 0,2 |
| 2 | 0,0 | 0,0 | 0,0 | 0,0 |
| 3 | 0,0 | 0,0 | 0,0 | 0,0 |
| 4 | 1,0 | 0,0 | 0,0 | 0,5 |
| 5 | 0,0 | 1,2 | 2,8 | 1,0 |
| 6 | 1,3 | 0,0 | 0,0 | 0,7 |
| 7 | 3,2 | 1,2 | 5,5 | 3,6 |
| 8 | 14,3 | 12,5 | 14,9 | 14,2 |
| 9 | 15,6 | 16,2 | 18,2 | 16,5 |
| 10 | 64,4 | 66,2 | 58,0 | 62,7 |
| Total | 100,1 | 99,7 | 100,0 | 99,9 |

how i need:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column→**  **Line ↓** | **DISTRIBUIÇÃO**  **(%)** | **FIDER**  **(%)** | **NSA**  **(%)** | **Global**  **(%)** |
| **0** | 0,3 | 1,2 | 0,6 | **0,5** |
| **1** | 0,0 | 1,2 | 0,0 | **0,2** |
| **2** | 0,0 | 0,0 | 0,0 | **0,0** |
| **3** | 0,0 | 0,0 | 0,0 | **0,0** |
| **4** | 1,0 | 0,0 | 0,0 | **0,5** |
| **5** | 0,0 | 1,2 | 2,8 | **1,0** |
| **6** | 1,3 | 0,0 | 0,0 | **0,7** |
| **7** | 3,2 | 1,2 | 5,5 | **3,6** |
| **8** | 14,3 | 12,5 | 14,9 | **14,2** |
| **9** | 15,6 | 16,2 | 18,2 | **16,5** |
| **10** | 64,4 | 66,2 | 58,0 | **62,7** |
| **Total** | **100,0** | **100,0** | **100,0** | **100,0** |

Comments:

Crossed table can be dynamic, it can have any number of rows and any number of columns. Normally, it's not many columns, maybe 10 at maximum.

This table i dont need you to calculate anything, just change the header and the last column that is painted in green

## P5, No Geral, qual o seu grau de satisfação com a EMPRESA?

Output from my code:

|  |  |  |
| --- | --- | --- |
| resposta | (n) | % |
| Muito Insatisfeito | 1 | 0,2 |
| Insatisfeito | 4 | 0,7 |
| Regular | 24 | 4,2 |
| Satisfeito | 1 | 52,3 |
| Muito Satisfeito | 246 | 42,7 |
| Nao sabe avaliar | 0 | 0,0 |
| Total | 576 | 100,1 |

how i need: (need to calculate)

|  |  |  |
| --- | --- | --- |
| **Respostas** | **(%)** | |
| Muito Insatisfeito | 0,2 | **0,9** |
| Insatisfeito | 0,7 |
| Regular | 4,2 | **4,2** |
| Satisfeito | 52,3 | **95,0** |
| Muito Satisfeito | 42,7 |
| Não sabe/ Não respondeu | 0,0 | **0,0** |
| **Total** | **100,1** | **100,0** |
| **Favorabilidade** | **95,0** | |

Comments:

Satisfaction table (SAYS), it`is static in rows and columns.

I give a DF that contains three columns, but we need to use just the first and the last column. I can chage my code to give you just the two columns if you think it should.

In this table, i need you to calculate the third column (red row is sum of row 1 and row2, not colored is row 3, and green row is sum of row 4 and 5.

And i need you to calculate the last row (**Favorabilidade**). Its simple too, sum of row 4 and row5 divided by sum of row 1 to row 5