**Customer Service Requests Analysis**

* The data seems to have information about complaints captured by the authorities in certain areas.
* There are different types of complaints.
* The data had a lot of columns which were not required for the analysis.
* While working on this dataset, I figured that there are a lot of columns with missing values more than 80% and serve no purpose for our analysis.
* The top ten types of complaints were –
  + Blocked Driveway 100618
  + Illegal Parking 91705
  + Noise - Street/Sidewalk 51131
  + Noise - Commercial 43749
  + Derelict Vehicle 21516
  + Noise - Vehicle 19300
  + Animal Abuse 10530
  + Traffic 5193
  + Homeless Encampment 4877
  + Vending 4183
* Average response time does not make sense the Closed Date is in the past of Created Data, here is the breakdown of each complaint’s average response time –
  + Agency Issues -19 days +17:04:49.125000
  + Animal Abuse 0 days 07:53:56.658594491
  + Bike/Roller/Skate Chronic -1 days +11:16:29.793684211
  + Blocked Driveway 0 days 06:29:16.258413007
  + Derelict Vehicle 0 days 10:54:30.989775051
  + Disorderly Youth -4 days +03:07:46.606349207
  + Drinking -1 days +23:51:22.839031340
  + Graffiti -2 days +09:58:53.668789809
  + Homeless Encampment 0 days 13:41:33.729751896
  + Illegal Fireworks 0 days 02:31:48.831395348
  + Illegal Parking 0 days 01:40:38.116820238
  + Noise - Commercial 0 days 07:20:36.659215067
  + Noise - House of Worship 0 days 08:18:36.929775280
  + Noise - Park 0 days 14:32:14.188111545
  + Noise - Street/Sidewalk 0 days 12:00:39.265885666
  + Noise - Vehicle 0 days 06:06:52.112279792
  + Panhandling 1 days 12:53:45.858461538
  + Posting Advertisement 0 days 14:05:42.038348082
  + Squeegee 0 days 04:02:40.250000
  + Traffic -1 days +22:05:46.513768535
  + Urinating in Public -1 days +22:19:13.989079564
  + Vending 0 days 08:18:40.433899115
* The visualizations were created as per the problem statement.
  + Plot a bar graph of count vs. complaint types
    - Chart

      Description automatically generated
  + Draw a frequency plot for city wise complaints
    - Chart, histogram

      Description automatically generated
  + Visualize major types of complaints in each city.
    - A picture containing chart

      Description automatically generated