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CUSTOMER ANALYSIS

#### WELCOME

• THE MAJOR AIM OF THIS PROJECT IS TO GAIN INSIGHT INTO THE SALES DATA OF AMAZON TO UNDERSTAND THE DIFFERENT FACTORS THAT AFFECT SALES OF THE DIFFERENT BRANCHES.

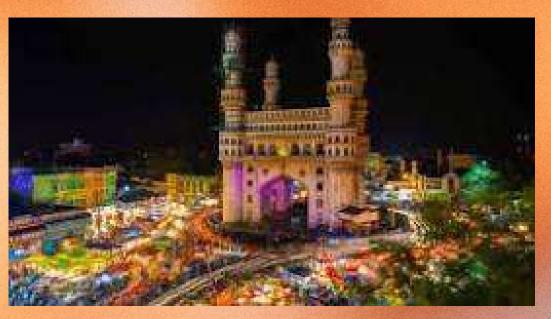












# FEATURE ENGINEERIG:

- ·TIMEOFDAY
- · DAYNAME

MONTHNAME

1.. WHAT IS THE COUNT OF DISTINCT PRODUCT LINES IN THE DATASET?

- SELECT COUNT(DISTINCT PRODUCTLINE) AS DISTINCT\_PRODUCT\_LINES FROM AMAZON;

  " 6"
- 2. WHICH PRODUCT LINE HAS THE HIGHEST SALES?

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

• QUERY2 = """ SELECT PRODUCTLINE, SUM(QUANTITY)

AS TOTAL\_SALES FROM AMAZON GROUP BY

PRODUCT\_LINE ORDER BY TOTAL\_SALES DESC; """

DF2 = PD.READ\_SQL (QUERY2, CONN)

FIG2 = PX.BAR(DF2, X='PRODUCTLINE', Y='TOTAL\_SALES', TITLE='TOTAL SALES BY PRODUCT LINE'

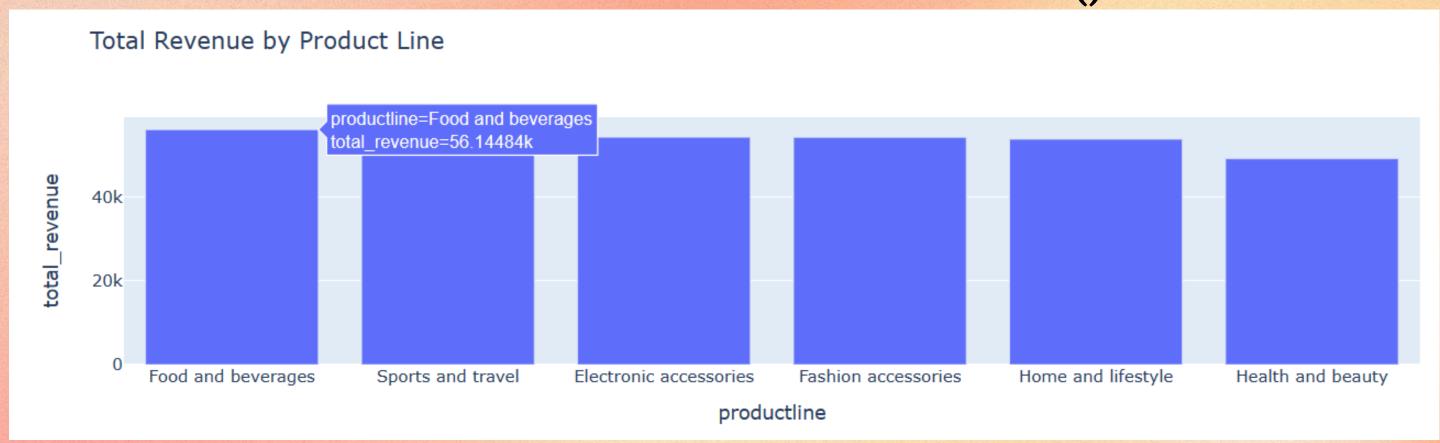
#### 3.WHICH PRODUCT LINE GENERATED THE HIGHEST REVENUE?

• QUERY3 = """ SELECT PRODUCTLINE, SUM(TOTAL) AS
TOTAL\_REVENUE FROM AMAZON GROUP BY
PRODUCTLINE ORDER BY TOTAL\_REVENUE DESC; """.

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF3 =PD.READ\_SQL (QUERY3,CONN)

FIG3 = PX.BAR(DF3, X='PRODUCTLINE',
Y='TOTAL\_REVENUE', TITLE='TOTAL REVENUE BY
PRODUCT LINE')
• FIG3.SHOW()



4.WHICH PRODUCT LINE INCURRED THE HIGHEST VALUE
ADDED TAX?

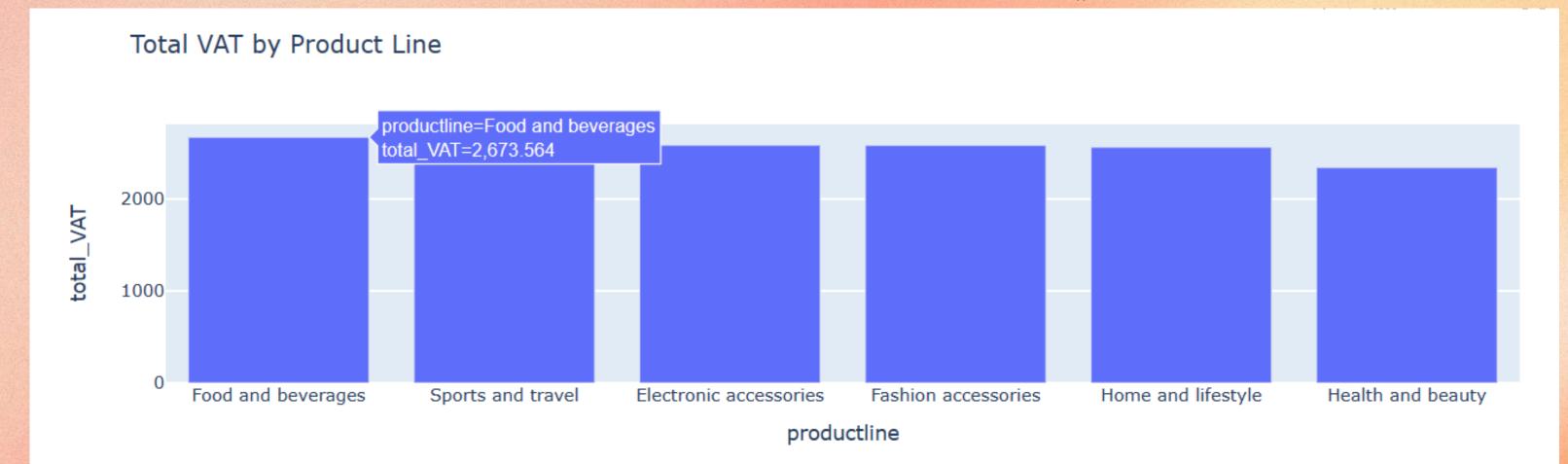
QUERY4 = """ SELECT PRODUCTLINE, SUM(VAT) AS
TOTAL\_VAT FROM AMAZON GROUP BY PRODUCTLINE
ORDER BY TOTAL\_VAT DESC; """ . F

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF4 =PD.READ\_SQL (QUERY4,CONN)

• FIG4 = PX.BAR(DF4, X='PRODUCTLINE', Y='TOTAL\_VAT',

TITLE='TOTAL VAT BY PRODUCT LINE')



5.FOR EACH PRODUCT LINE, ADD A COLUMN INDICATING
"GOOD" IF ITS SALES ARE ABOVE AVERAGE, OTHERWISE
"BAD."

QUERY5 = """ WITH AVGSALES AS ( SELECT
AVG(QUANTITY) AS AVG\_SALES FROM
AMAZON ) SELECT PRODUCTLINE, SUM(QUANTITY) AS
TOTAL\_SALES, CASE WHEN SUM(QUANTITY) > (SELECT
AVG\_SALES FROM AVGSALES) THEN 'GOOD' ELSE 'BAD' END
AS SALES\_CATEGORY FROM AMAZON GROUP BY
PRODUCTLINE; """

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF5 =PD.READ\_SQL (QUERY5,CONN)
 FIG5 = PX.BAR(DF5, X='PRODUCTLINE',
 Y='TOTAL\_SALES', COLOR='SALES\_CATEGORY',
 TITLE='PRODUCT LINE SALES CATEGORY')



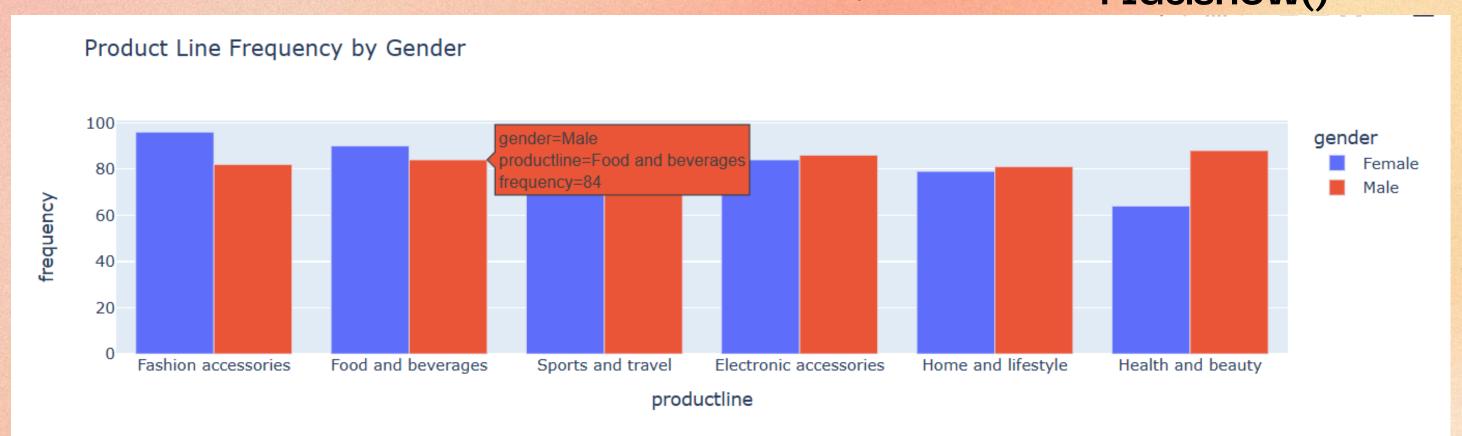
#### 6.WHICH PRODUCT LINE IS MOST FREQUENTLY ASSOCIATED WITH EACH GENDER?

QUERY6 = """ SELECT GENDER, PRODUCTLINE, COUNT(\*)
 AS FREQUENCY FROM AMAZON GROUP BY GENDER,
 PRODUCTLINE ORDER BY GENDER, FREQUENCY DESC; """

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF6 = PD.READ\_SQL (QUERY6, CONN)
- FIG6 = PX.BAR(DF6, X='PRODUCTLINE', Y='FREQUENCY', COLOR='GENDER',

TITLE='PRODUCT LINE FREQUENCY BY GENDER',
BARMODE='GROUP')



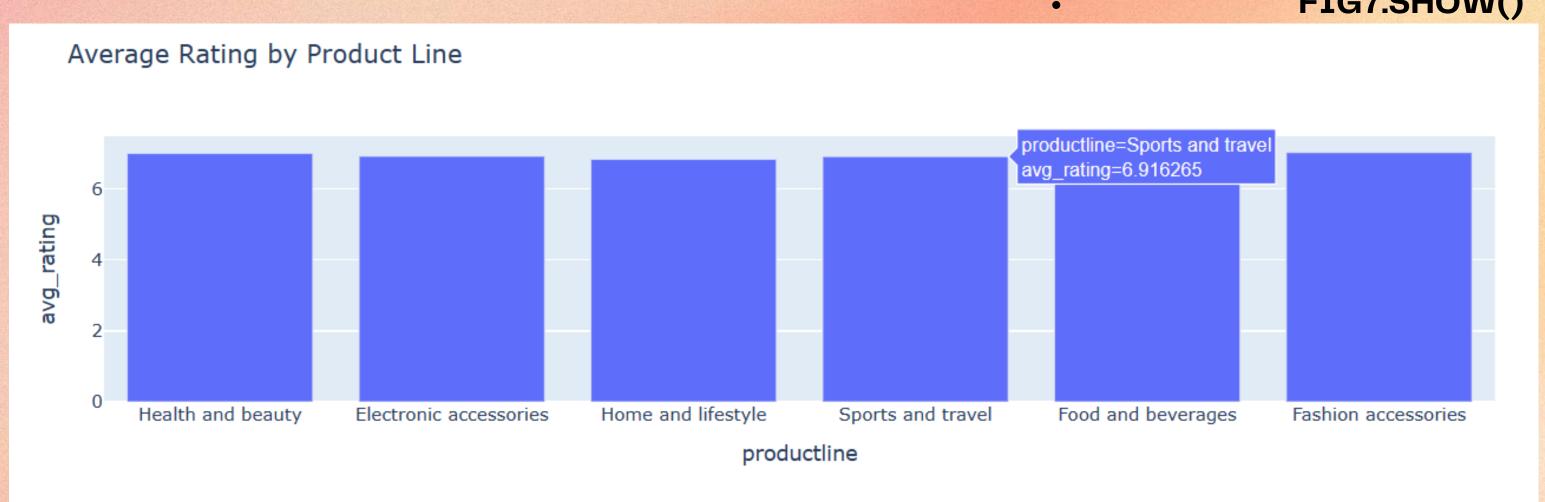
7.CALCULATE THE AVERAGE RATING FOR EACH PRODUCT LINE.

QUERY7 = """ SELECT PRODUCTLINE, AVG(RATING) AS AVG\_RATING FROM AMAZON GROUP BY PRODUCTLINE; """

**IMPORT PANDAS AS PD IMPORT PLOTLY.EXPRESS AS PX** 

DF7 = PD.READ\_SQL(QUERY7,CONN)

FIG7 = PX.BAR(DF7, X='PRODUCTLINE', Y='AVG\_RATING', TITLE='AVERAGE RATING BY PRODUCTLINE')



#### 1.HOW MUCH REVENUE IS GENERATED EACH MONTH?

QUERY8 = """ SELECT MONTHNAME, SUM(TOTAL) AS
TOTAL\_REVENUE FROM AMAZON
GROUP BY MONTHNAME
ORDER BY FIELD(MONTHNAME, 'JANUARY', 'FEBRUARY',
'MARCH'); """

- DF =PD.READ\_SQL (QUERY8,CONN)
- FIG = PX.BAR(DATA, X='MONTHNAME',
   Y='TOTAL\_REVENUE', TITLE='MONTHLY REVENUE')
  - FIG.SHOW()



#### 2.IN WHICH MONTH DID THE COST OF GOODS SOLD REACH ITS PEAK?

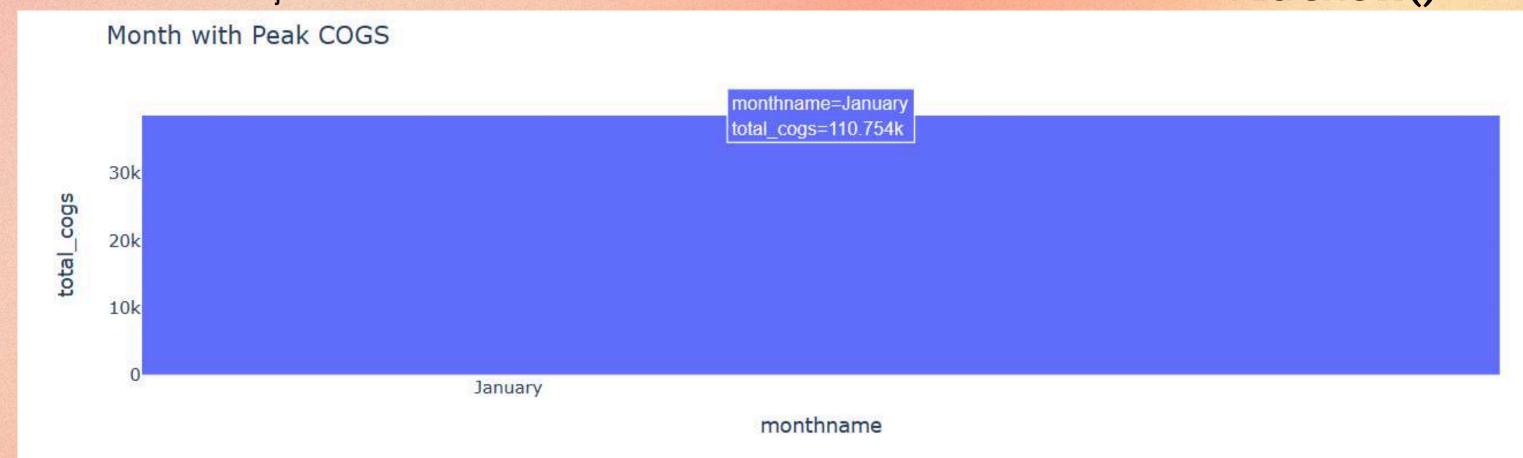
• QUERY9 = """ SELECT MONTHNAME, SUM(COGS) AS
TOTAL\_COGS FROM AMAZON
GROUP BY MONTHNAME
ORDER BY TOTAL\_COGS DESC

LIMIT 1; """

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF =PD.READ\_SQL (QUERY9,CONN)

FIG = PX.BAR(DATA, X='MONTHNAME',
Y='TOTAL\_COGS', TITLE='MONTH WITH PEAK COGS')



#### 3.IDENTIFY THE BRANCH THAT EXCEEDED THE AVERAGE NUMBER OF PRODUCTS SOLD.

• QUERY10 = """ SELECT BRANCH, SUM(QUANTITY) AS

TOTAL\_QUANTITY

FROM AMAZON

GROUP BY BRANCH

.....

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF =PD.READ\_SQL(QUERY10,CONN)

• FIG = PX.BAR(DATA, X='BRANCH', Y='TOTAL\_QUANTITY', TITLE='BRANCHES EXCEEDING AVERAGE QUANTITY SOLD')



#### 4.COUNT THE SALES OCCURRENCES FOR EACH TIME OF DAY ON EVERY WEEKDAY.

• QUERY11 = """ SELECT DAYNAME, TIMEOFDAY, COUNT(\*)

AS SALES\_COUNT

FROM AMAZON

GROUP BY DAYNAME, TIMEOFDAY

ORDER BY FIELD(DAYNAME, 'MONDAY', 'TUESDAY',

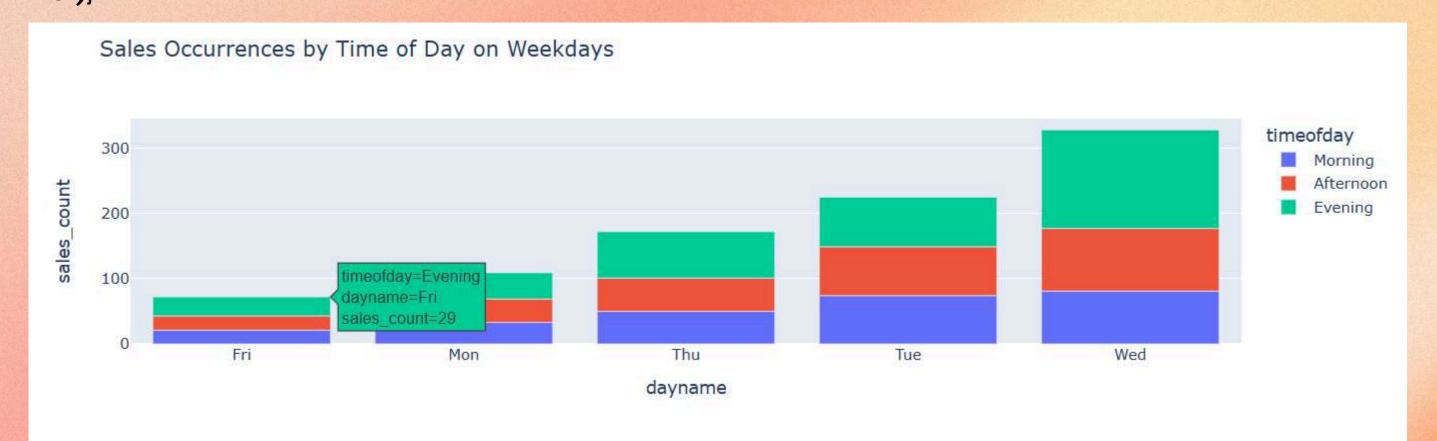
'WEDNESDAY', 'THURSDAY', 'FRIDAY'),

FIELD(TIMEOFDAY, 'MORNING', 'AFTERNOON',

'EVENING'); """"

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY11,CONN)
- FIG = PX.BAR(DATA, X='DAYNAME', Y='SALES\_COUNT', COLOR='TIMEOFDAY', TITLE='SALES OCCURRENCES BY TIME OF DAY ON WEEKDAYS')



5.DETERMINE THE CITY WITH THE HIGHEST VAT PERCENTAGE.

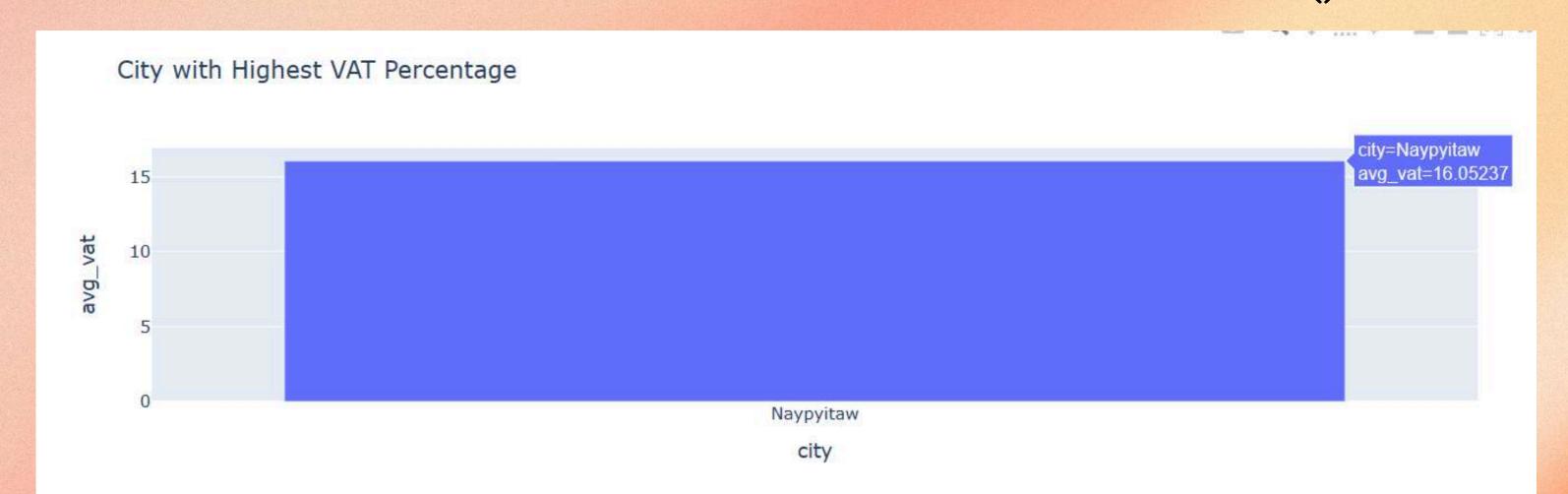
QUERY12 = """ SELECT CITY, AVG(VAT) AS AVG\_VAT
FROM AMAZON
GROUP BY CITY
ORDER BY AVG\_VAT DESC
LIMIT 1; """

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF =PD.READ\_SQL (QUERY12,CONN)

FIG = PX.BAR(DATA, X='CITY', Y='AVG\_VAT',
TITLE='CITY WITH HIGHEST VAT PERCENTAGE')

• FIG.SHOW()



#### 6.WHAT IS THE COUNT OF DISTINCT PAYMENT METHODS IN THE DATASET?

• QUERY13 = """ SELECT COUNT(DISTINCT PAYMENT) AS DISTINCT\_PAYMENT FROM AMAZON;

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY13,CONN)
- FIG = PX.PIE(DATA, NAMES=['PAYMENT METHODS'], VALUES='DISTINCT\_PAYMENT\_METHODS', TITLE='COUNT OF DISTINCT PAYMENT METHODS')



#### 7.WHICH PAYMENT METHOD OCCURS MOST FREQUENTLY?

QUERY14 = """ SELECT PAYMENT, COUNT(\*) AS
FREQUENCY
FROM AMAZON
GROUP BY PAYMENT
ORDER BY FREQUENCY DESC
LIMIT 1;

- DF =PD.READ\_CSV (QUERY14,CONN)
- FIG = PX.BAR(DATA, X='PAYMENT\_METHOD', Y='FREQUENCY', TITLE='MOST FREQUENT PAYMENT METHOD')
  - FIG.SHOW()



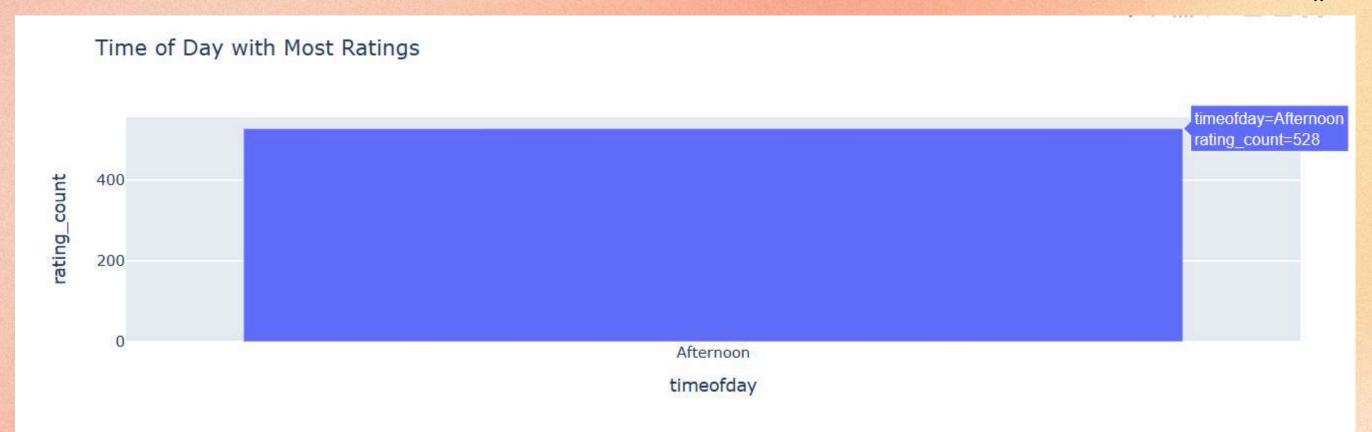
8.IDENTIFY THE TIME OF DAY WHEN CUSTOMERS PROVIDE THE MOST RATINGS.

• QUERY15 = """ SELECT TIMEOFDAY, COUNT(RATING)
AS RATING\_COUNT FROM AMAZON
GROUP BY TIMEOFDAY
ORDER BY RATING\_COUNT DESC
LIMIT 1;

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF =PD.READ\_SQL (QUERY15,CONN)

FIG = PX.BAR(DATA, X='TIMEOFDAY',
Y='RATING\_COUNT', TITLE='TIME OF DAY WITH MOST
RATINGS')

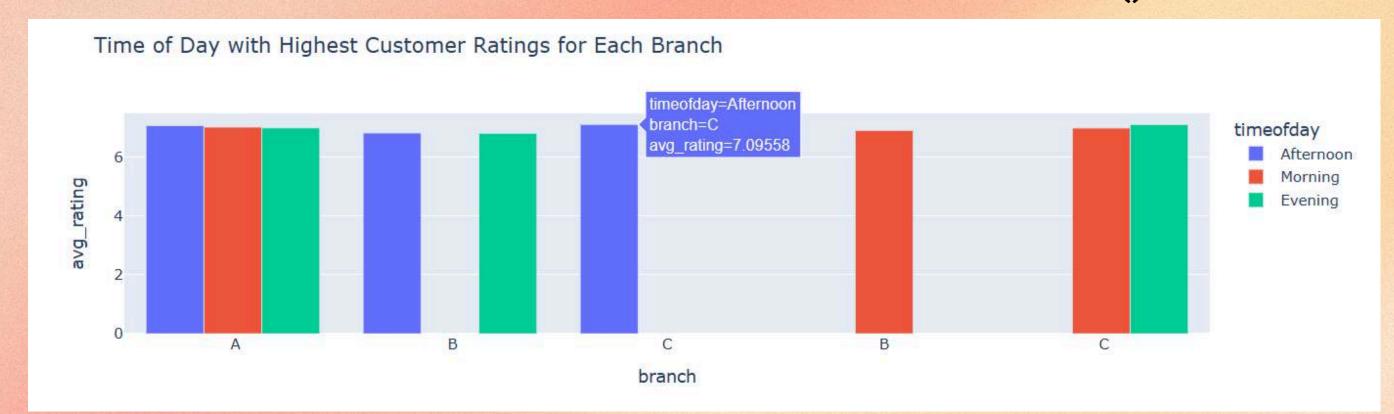


9.DETERMINE THE TIME OF DAY WITH THE HIGHEST CUSTOMER RATINGS FOR EACH BRANCH.

QUERY16 = """ SELECT BRANCH, TIMEOFDAY,
AVG(RATING) AS AVG\_RATING
FROM AMAZON
GROUP BY BRANCH, TIMEOFDAY
ORDER BY BRANCH, AVG\_RATING DESC;"""

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY16,CONN)
- FIG = PX.BAR(DATA, X='BRANCH', Y='AVG\_RATING', COLOR='TIMEOFDAY', BARMODE='GROUP', TITLE='TIME OF DAY WITH HIGHEST CUSTOMER RATINGS FOR EACH BRANCH')



#### 10.IDENTIFY THE DAY OF THE WEEK WITH THE HIGHEST AVERAGE RATINGS.

QUERY17 = """ SELECT DAYNAME, AVG(RATING) AS

AVG\_RATING

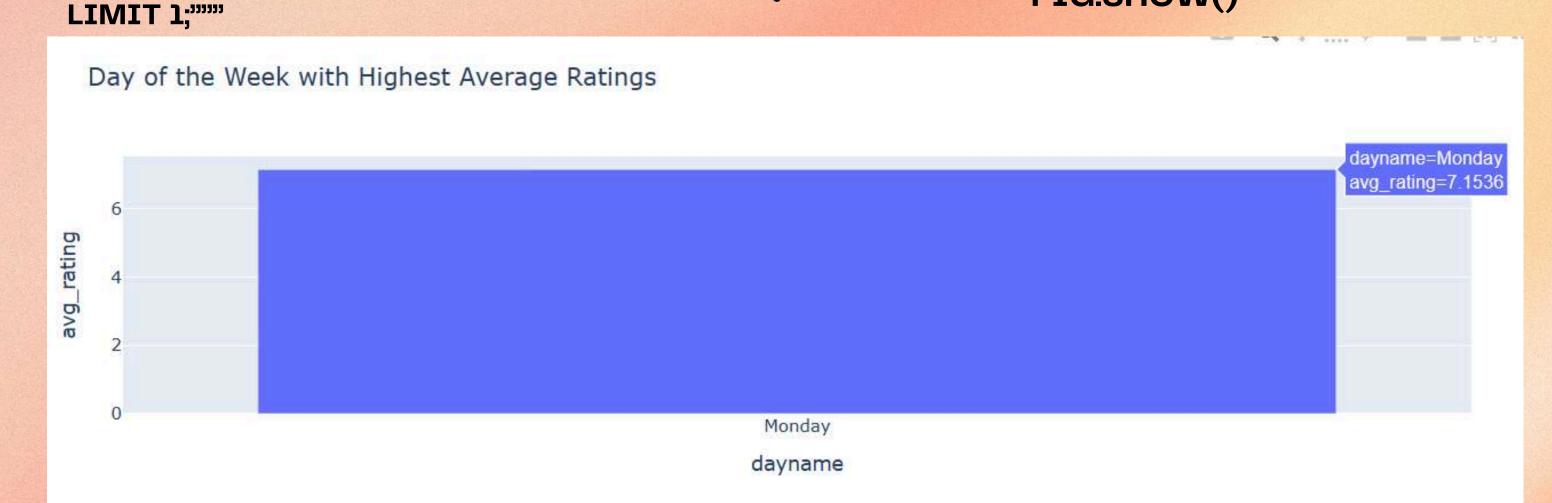
FROM AMAZON

GROUP BY DAYNAME

ORDER BY AVG\_RATING DESC

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY17,CONN)
- FIG = PX.BAR(DATA, X='DAYNAME', Y='AVG\_RATING', TITLE='DAY OF THE WEEK WITH HIGHEST AVERAGE RATINGS')



11. DETERMINE THE DAY OF THE WEEK WITH THE HIGHEST AVERAGE RATINGS FOR EACH BRANCH.

QUERY18 = """ SELECT BRANCH, DAYNAME,

AVG(RATING) AS AVG\_RATING FROM AMAZON

GROUP BY BRANCH, DAYNAME

ORDER BY BRANCH, AVG\_RATING DESC;"""

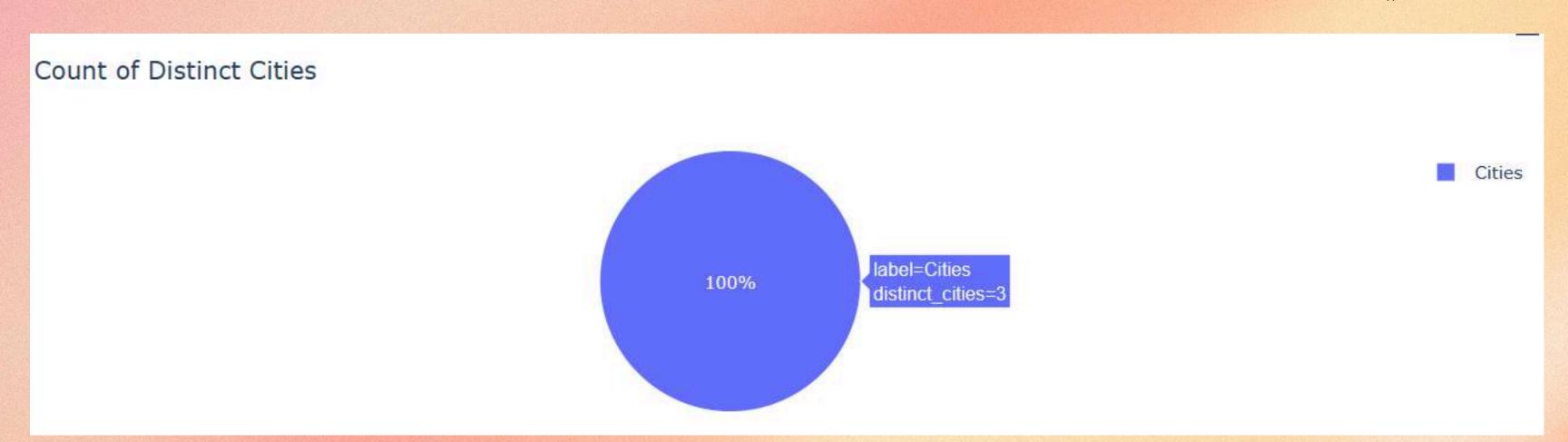
- DF =PD.READ\_SQL (QUERY18,CONN)
- FIG = PX.BAR(DATA, X='BRANCH', Y='AVG\_RATING', COLOR='DAYNAME', BARMODE='GROUP', TITLE='DAY OF THE WEEK WITH HIGHEST AVERAGE RATINGS FOR EACH BRANCH')
  - FIG.SHOW()



#### 12.WHAT IS THE COUNT OF DISTINCT CITIES IN THE DATASET?

• QUERY19 = """ SELECT COUNT(DISTINCT CITY) AS DISTINCT\_CITIES FROM AMAZON;"""

- DF =PD.READ\_SQL (QUERY19,CONN)
- FIG = PX.PIE(DATA, NAMES=['CITIES'],
  VALUES='DISTINCT\_CITIES', TITLE='COUNT OF
  DISTINCT CITIES')
  - FIG.SHOW()



13.FOR EACH BRANCH, WHAT IS THE CORRESPONDING CITY?

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

QUERY20 = """ SELECT BRANCH, CITY
FROM AMAZON
GROUP BY BRANCH, CITY;"""

DF =PD.READ\_SQL(QUERY20,CONN)
 FIG = PX.BAR(DATA, X='BRANCH', Y='CITY', TITLE='CITY'
 CORRESPONDING TO EACH BRANCH')



14.IN WHICH CITY WAS THE HIGHEST REVENUE RECORDED?

QUERY21 = """ SELECT CITY, SUM(TOTAL) AS

TOTAL\_REVENUE

FROM AMAZON

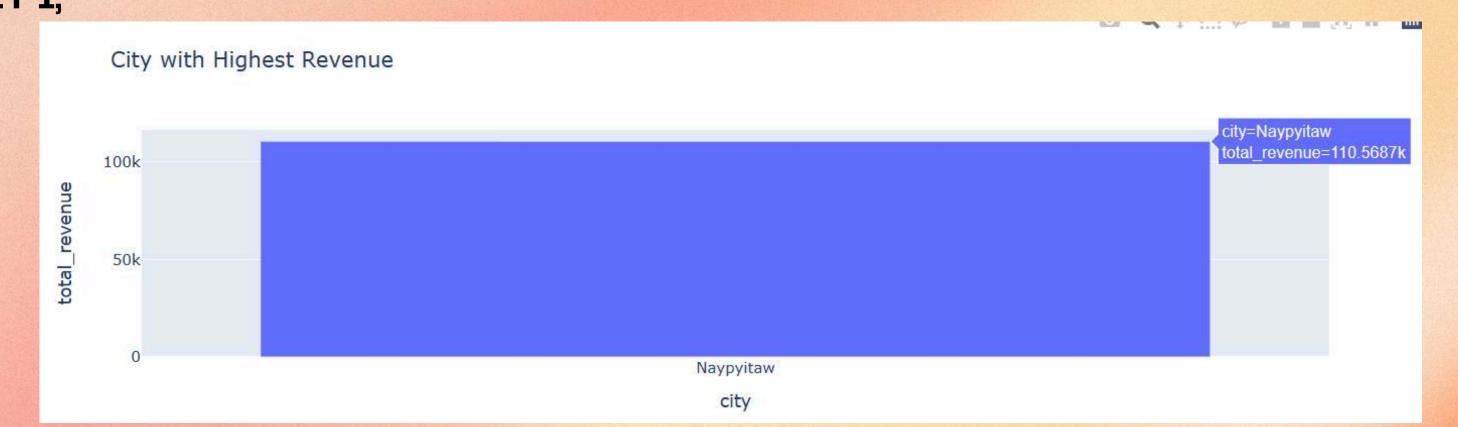
GROUP BY CITY

ORDER BY TOTAL\_REVENUE DESC

LIMIT 1;"""

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY21,CONN)
- FIG = PX.BAR(DATA, X='CITY', Y='TOTAL\_REVENUE', TITLE='CITY WITH HIGHEST REVENUE')



#### 1. IDENTIFY THE CUSTOMER TYPE CONTRIBUTING THE HIGHEST REVENUE.

QUERY22 = """ SELECT CUSTOMERTYPE,
SUM(TOTAL) AS TOTAL\_REVENUE
FROM AMAZON
GROUP BY CUSTOMERTYPE
ORDER BY TOTAL\_REVENUE DESC
LIMIT 1;

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY22,CONN)
- FIG = PX.BAR(DF\_REVENUE, X='CUSTOMER\_TYPE', Y='TOTAL\_REVENUE', TITLE='CUSTOMER TYPE WITH HIGHEST REVENUE')



2.IDENTIFY THE CUSTOMER TYPE WITH THE HIGHEST VAT PAYMENTS.

QUERY23 = """ SELECT CUSTOMERTYPE,
SUM(VAT) AS TOTAL\_VAT
FROM AMAZON
GROUP BY CUSTOMERTYPE
ORDER BY TOTAL\_VAT DESC
LIMIT 1; """

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

DF =PD.READ\_SQL (QUERY23,CONN)

FIG = PX.BAR(DF\_VAT, X='CUSTOMER\_TYPE', Y='TOTAL\_VAT', TITLE='CUSTOMER TYPE WITH HIGHEST VAT PAYMENTS')



### 3.WHAT IS THE COUNT OF DISTINCT CUSTOMER TYPES IN THE DATASET?

QUERY24 = """ SELECT COUNT(DISTINCT CUSTOMERTYPE) AS
DISTINCT\_CUSTOMER\_TYPES
FROM AMAZON;

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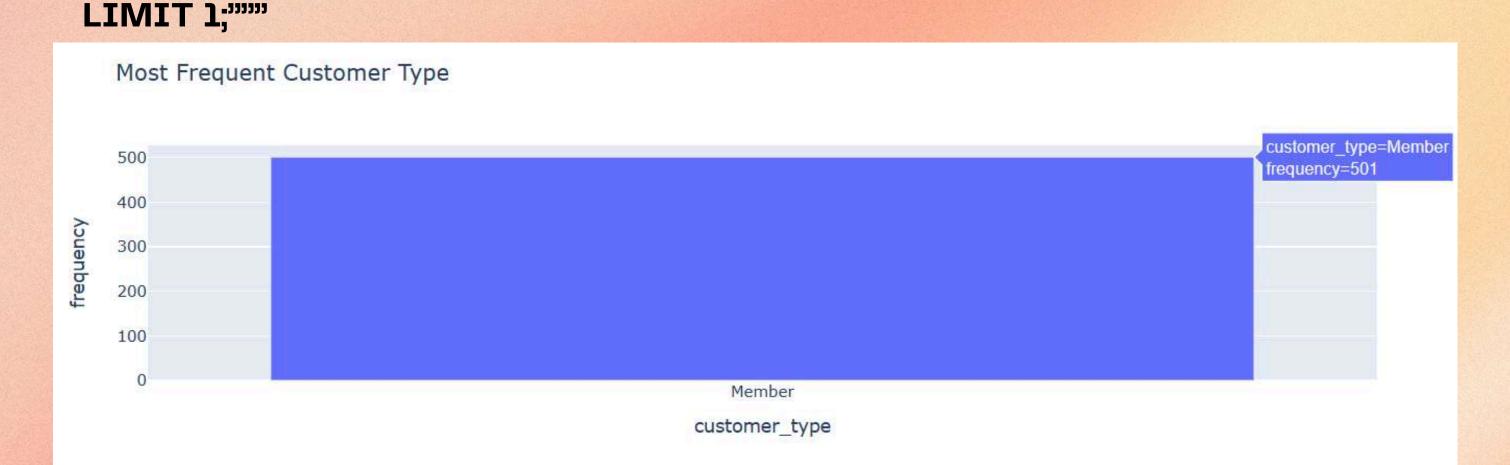
- DF = PD.READ\_SQL (QUERY24,CONN)
- FIG = PX.BAR(DF\_DISTINCT, X=DF\_DISTINCT.INDEX, Y='DISTINCT\_CUSTOMER\_TYPES', TITLE='COUNT OF DISTINCT CUSTOMER TYPES')
   FIG.SHOW()



#### 4.WHICH CUSTOMER TYPE OCCURS MOST FREQUENTLY?

QUERY25 = """ SELECT CUSTOMERTYPE,
COUNT(\*) AS FREQUENCY
FROM AMAZON
GROUP BY CUSTOMERTYPE
ORDER BY FREQUENCY DESC

- DF =PD.READ\_SQL (QUERY25,CONN)
- FIG = PX.BAR(DF\_FREQUENCY, X='CUSTOMER\_TYPE', Y='FREQUENCY', TITLE='MOST FREQUENT CUSTOMER TYPE')
  - FIG.SHOW()



5.IDENTIFY THE CUSTOMER TYPE WITH THE HIGHEST PURCHASE FREQUENCY.

QUERY26 = """ SELECT CUSTOMERTYPE,
COUNT(INVOICEID) AS PURCHASE\_FREQUENCY
FROM AMAZON
GROUP BY CUSTOMERTYPE
ORDER BY PURCHASE\_FREQUENCY DESC
LIMIT 1;"""

- DF =PD.READ\_SQL (QUERY26,CONN)
- FIG = PX.BAR(DF\_PURCHASE\_FREQ,
  X='CUSTOMER\_TYPE', Y='PURCHASE\_FREQUENCY',
  TITLE='CUSTOMER TYPE WITH HIGHEST PURCHASE
  FREQUENCY')
  FIG.SHOW()



6.DETERMINE THE PREDOMINANT GENDER AMONG CUSTOMERS.

QUERY27 = """ SELECT GENDER, COUNT(\*) AS
GENDER\_COUNT
FROM AMAZON
GROUP BY GENDER
ORDER BY GENDER\_COUNT DESC
LIMIT 1;"""

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY27,CONN)
- FIG = PX.PIE(DF\_GENDER, NAMES='GENDER',
  VALUES='GENDER\_COUNT', TITLE='PREDOMINANT
  GENDER AMONG CUSTOMERS')



7.EXAMINE THE DISTRIBUTION OF GENDERS WITHIN EACH BRANCH.

• QUERY28 = """ SELECT GENDER, COUNT(\*) AS
GENDER\_COUNT
FROM AMAZON
GROUP BY GENDER
ORDER BY GENDER\_COUNT DESC
LIMIT 1;"""

IMPORT PANDAS AS PD
IMPORT PLOTLY.EXPRESS AS PX

- DF =PD.READ\_SQL (QUERY28,CONN)
- FIG = PX.BAR(DF\_GENDER\_BRANCH, X='BRANCH', Y='GENDER\_COUNT', COLOR='GENDER', BARMODE='GROUP', TITLE='GENDER DISTRIBUTION')



# SUNARY

- High potential in Foods & Beverages product. Increase the sales further by targeting Female category
- Boost Health & Beauty segment by targeting Female also
- Run ads on Home & Lifestyle in the Morning; Sports & Travel in the Afternoon; Food & Beverages in the Evening
- Increase ads and discounts to increase user engagement in the month of February
- Targeted ads and campaign focusing on City and its corresponding gender majority in that city

# THANK YOU







PRESENTED BY NALLABOTHULA VENKATESWARLU