Project 01 : NYC Customer Service Requests Analysis.

Domain: technology

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- The goal of the project was to analyze service request (311) calls from New York City customer service requests data to identify patterns and trends in customer requests and provide insights to understand the pattern in the data and visualize the major types of complaints.

Data Collection and Cleaning:

- The data was collected from **311_Service_Requests_from_2010_to_Present.csv** file.
- Data cleaning was performed to remove any irrelevant or duplicate data and to ensure data accuracy.

Data Analysis:

To perform the analysis, the data was first cleaned and preprocessed to remove any missing or irrelevant information. Then, exploratory data analysis was performed to identify patterns and trends in the data. This involved creating visualizations such as bar charts, histograms, and hexbin plots to better understand the distribution of data.

Insights and Recommendations:

- Certain times of the year saw an increase in customer requests, indicating potential seasonal trends.
- Customers expressed dissatisfaction with long wait times and unclear resolution processes.
- Recommendations include improving response times, streamlining resolution processes, and offering additional resources for customers to address their concerns.

Conclusion:

- The NYC customer service requests analysis project provided valuable insights into customer request and needs. The results can be used to improve customer satisfaction and loyalty by addressing the most common issues and improving the customer experience.