

Project Title: Customer Service Requests Analysis.

Introduction

This project aims to analysis customer service request based of data collection. It is implemented using python programming language for data science with python course it is using several python data science specific libraries such as Pandas, Numby, and matplotlib.

Methodology

The project follows these steps:

1. Importing Data: loading the data from csv file to python environment
2. Data Wrangling: where examine data to understand its structure, feature and datatypes, dealing with missing values by identify and handle missing values using methods like `isna()`, `dropna()`, and deciding whether to drop missing values or fill them with appropriate values.
3. Data Analysis: starting by usual exploration by creating visualizations to explore the distribution of individual variables using histograms, box plots and bar. Explore the relationships between variables using correlation metrics and pair plots, identify potential patterns and correlations. Explore data grouped by categories using groupby operations and visualizations. Compare distributions and statistics across groups.

Challenges

During the project, we faced several challenges such as finding the potential valuable using p-value we overcome the challenges by deep understanding the dataset.

Conclusion

Through this project, we were able to fully understand the main libraries and function in python used for data analysis.