

Customer Complaints Analysis

1. How many complaints/issues were received each day?

```
select cc1.`Date Received`,
count(cc1.issue) as 'Total_Complaints'
from testdb.cc1
group by cc1.`date` received`
order by cc1.`date` received`;
```

Date Received	Total_Complaints
7/22/13	20
7/23/13	10
7/29/13	80
7/30/13	89
7/31/13	115
8/1/13	11
8/6/13	23

2. How many complaints/issues were received in New York?

```
select cc1.`state name`,
count(cc1.issue) as 'Total_Complaints'
from testdb.cc1
where cc1.`state name` = 'NY'
group by cc1.`state name`
order by cc1.`state name`;
```

State Name	Total_Complaints
NY	37

3. How many complaints/issues were received in California and New York?

```
select cc1.`state name`,
count(cc1.issue) as 'Total_Complaints'
from testdb.cc1
where (cc1.`state name` like '%NY%') OR (cc1.`state name` like '%CA%')
group by cc1.`state name`
order by cc1.`state name`;
```

State Name	Total_Complaints
CA	60
NY	37

4. Which companies reported the most complaints/issues and how many?

```
select cc1.`company`,
count(cc1.issue) as 'Total_Complaints'
from testdb.cc1
group by cc1.`company`
order by count(cc1.issue) desc
limit 5;
```

Company	Total_Complaints
Bank of America	51
Wells Fargo & Company	38
JPMorgan Chase & Co.	33
Ocwen	18
Citibank	17