**Instructions to run Code:**

* Change the name of excel files to calls.csv, customers.csv, reason.csv, sentiment.csv
* Download the zip file and run the code 1 by 1 as numbered as Code\_1, Code\_2, Code\_3 on Jupiter notebook and VScode
* Download the required libraries like pandas, numpy, seaborn, matplotlib, etc.
* Download required package like punkt, stopwords, etc.
* External files are provided in zip file itself
* Presentation is provided in ZIPFILE itself and outside also