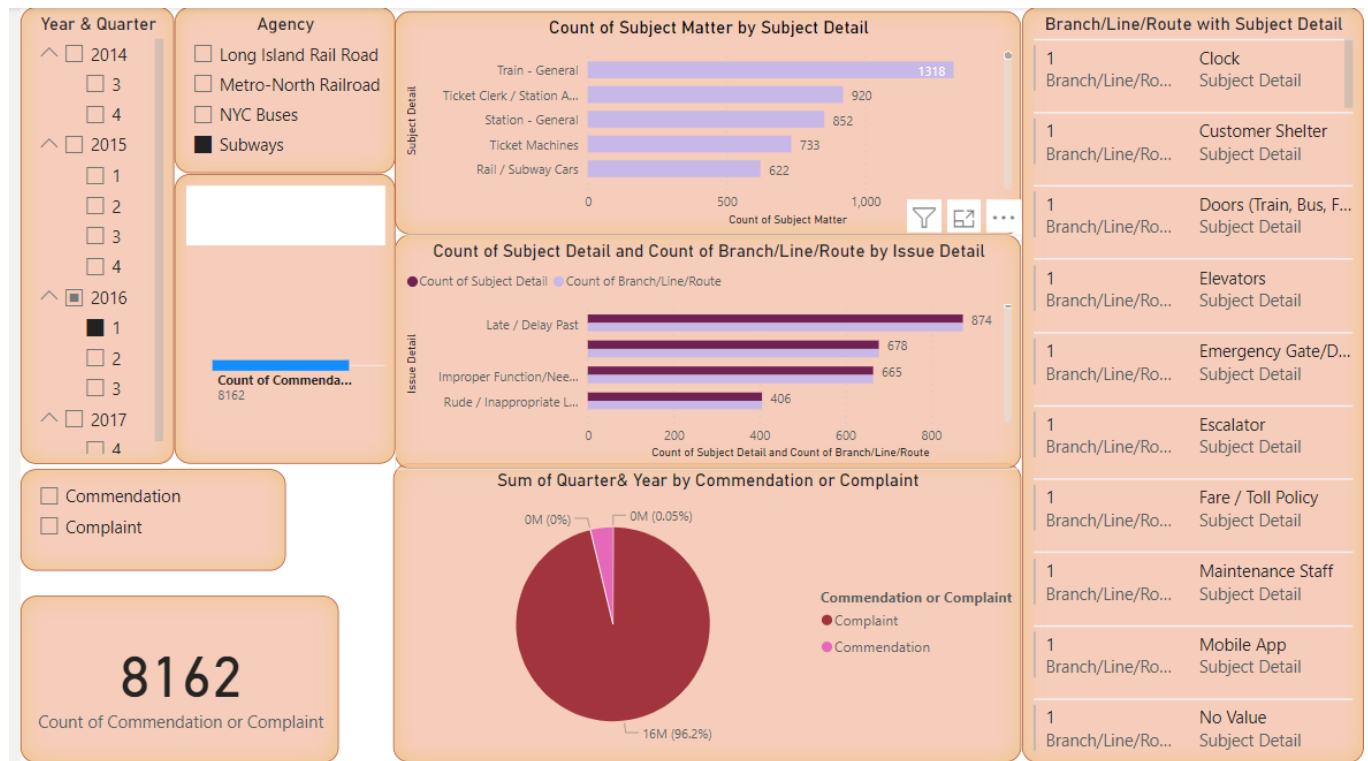


Amazon Customers Data Analysis

Wireframe Documentation

Homepage

The Amazon Customers Analysis dashboard aims to provide insights into the customers count of commendations & complaints. The wireframe document outlines the key sections and functionalities of the dashboard.



The Above dashboard consists of the slicers, cards, TreeMap, clustered bar Charts & the multi-row card of the given dataset of Customer Analysis Data after the data cleaning and data extraction from the Amazon customers data.

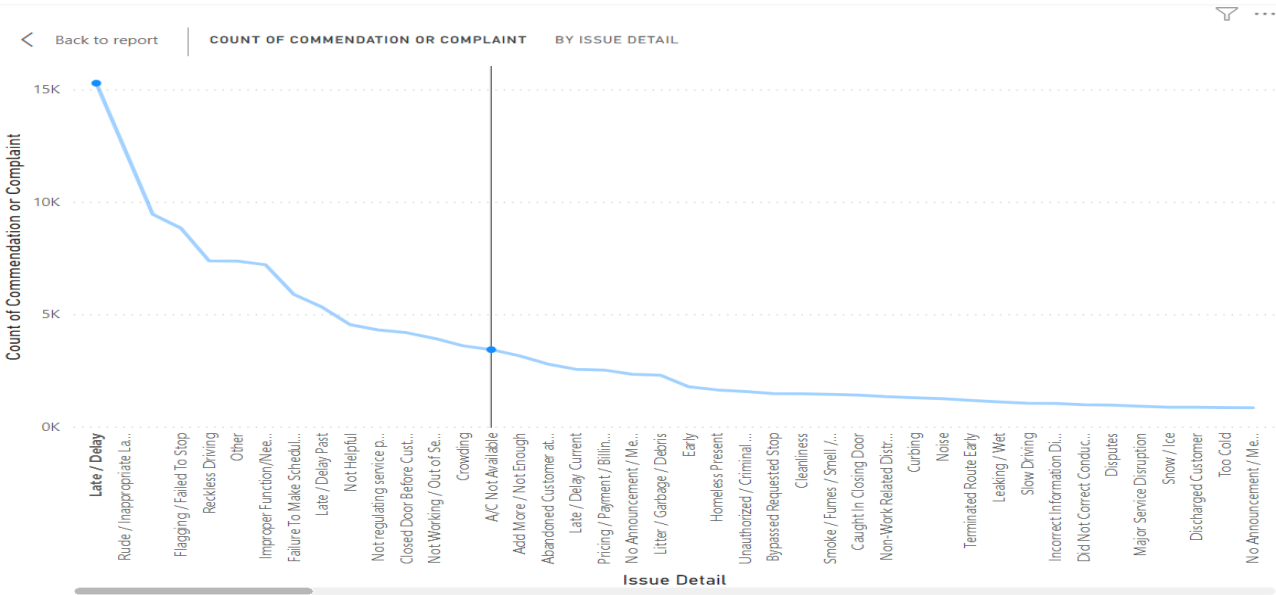
1. Which agency receives the most feedback from customers?



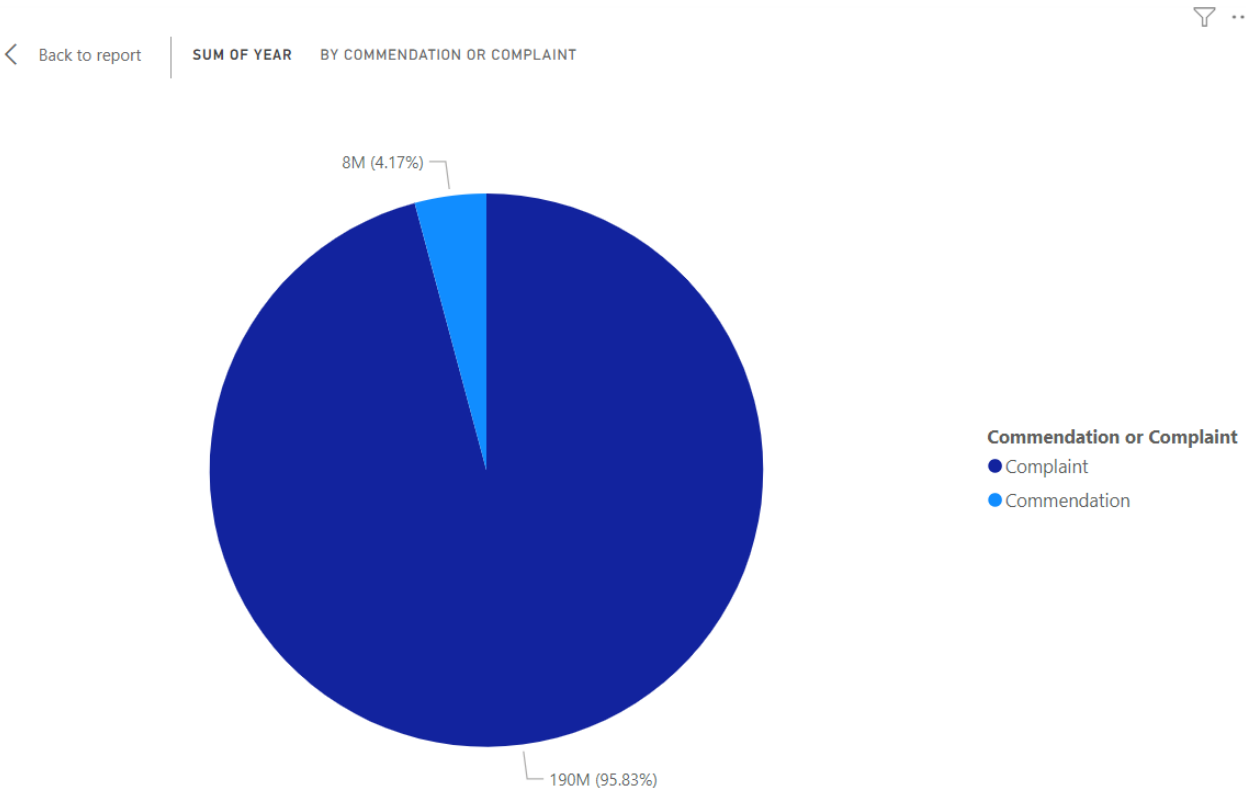
2. Decomposition Tree Here a time series graph is shown of all the agencies to the total no of branches/lines/routes.



3. Which specific issues or concerns receive the highest number of complaints?



4. What is the overall sentiment of customer interactions (positive vs. negative)?

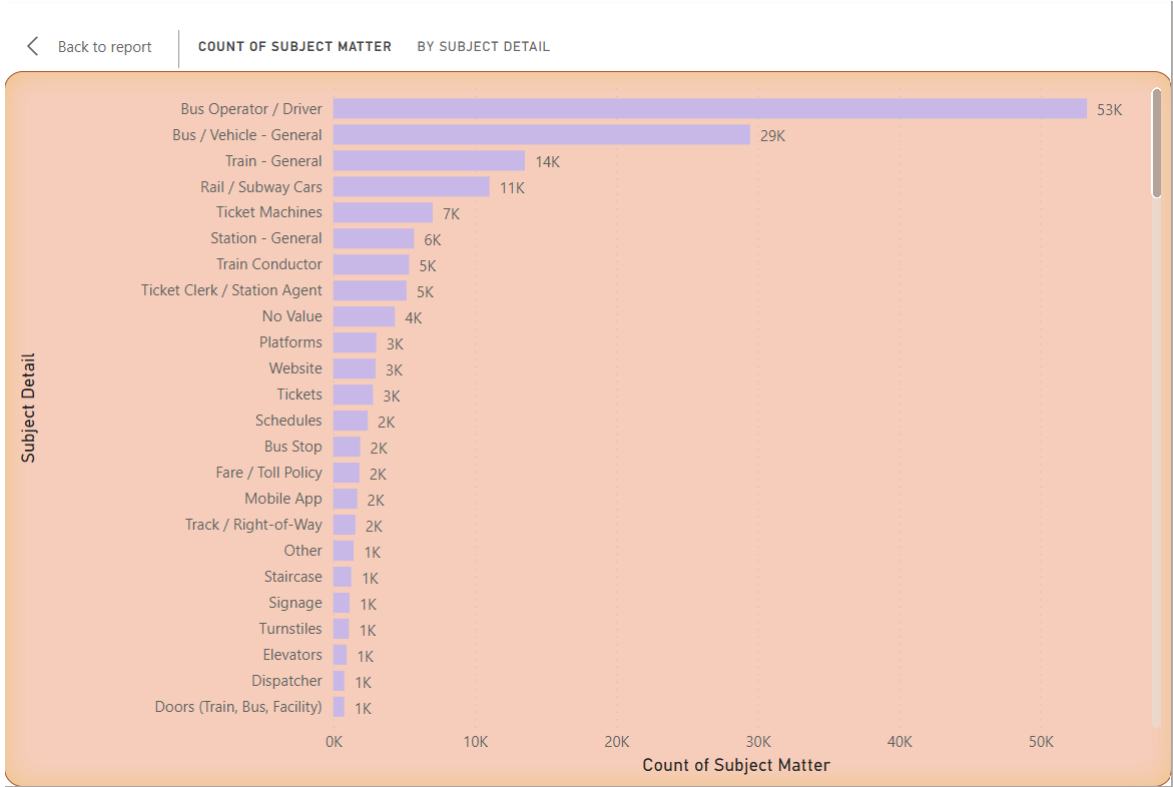


5. Multi-row shows the Branch detail by the subject detail .

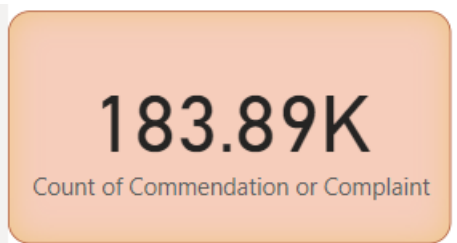
[Back to report](#) | **BRANCH/LINE/ROUTE WITH SUBJECT DETAIL**

1	Advertisements
Branch/Line/Route	Subject Detail
1	Alarm
Branch/Line/Route	Subject Detail
1	Alternate / Substitute Bus
Branch/Line/Route	Subject Detail
1	Bicycling / Skating
Branch/Line/Route	Subject Detail
1	Bridge / Tunnel / Trestle
Branch/Line/Route	Subject Detail
1	Bulk Items / Obstruction
Branch/Line/Route	Subject Detail
1	Bus / Vehicle - General
Branch/Line/Route	Subject Detail
1	Bus Operator / Driver
Branch/Line/Route	Subject Detail

6. Clustered bar chart This is an important visual in the bar graph which shows the count of subject matter by the subject detail.



7. Card for commendation & Compliant which shows the total no of the commendations & complaints.



8. Agency slicer When clicked on the slicer, a dropdown should occur which has various Agencies in the list.

- ☐ Long Island Rail Road
- ☐ Metro-North Railroad
- ☐ NYC Buses
- ☐ Subways

9. Year & Month Parameter When clicked on the slicer, a dropdown should occur which describes the parameters of the Years & Months.

- ^ ☐ 2014
 - ☐ 3
 - ☐ 4
- ^ ☐ 2015
 - ☐ 1
 - ☐ 2
 - ☐ 3
 - ☐ 4
- ^ ☐ 2016
 - ☐ 1
 - ☐ 2
 - ☐ 3
- ^ ☐ 2017
 - ☐ 4

