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Finding Result /Valuable insight from the findings toward the organizational decision making

Task1 Dataset

Our chosen dataset is a dataset that we found online from Kaggle.com. The dataset is based on customer transactions for an e-commerce website. The chosen e-commerce dataset is suitable for us as it has location-based information such as the country whereby the customer made a transaction from. Our dataset has many different columns of information. There are 8 columns altogether which all consists of unique information. The columns are InvoiceNo, StockCode, Description, Quantity, InvoiceDate, UnitPrice, CustomerID & Country

Task2

Business Models

The Dataset of Ecommerce that comes from Kaggles is a data warehouse[2] (where it can access and store a lot of data, from centralized or decentralized).

The purpose choosing Ecommerce dataset is due to the amount of data produced to support decision making; this type of Business model is label as Online Analytical Processing Tools (OLAP). It is a computing method that enables users to easily and selectively extract and query data in order to analyse it from different points of view. Where it's often aid in trends analysis, financial reporting, budgeting, sales forecasting and other planning purposes.

This type of analysis, data is collected from multiple data sources and stored in data warehouses and then organized into data cubes. Each OLAP cube contains data categorized by dimensions (such as customers, geographic sales region and time period) derived by dimensional tables in the data warehouses[1].

Dimensions are then populated by members (such as customer names, countries and months) that are organized hierarchically. OLAP cubes are often pre-summarized across dimensions to drastically improve query time over relational databases.

Business Rules

In a worldwide country, Ecommerce does business and treat their employees with respect from different countries of diverse cultural, social, and economic circumstances. We strive to work hard together to eliminate discriminatory practices. Ecommerce respects the principles of operating their business in a responsible and ethical manner, respecting the rights of individuals, and helping to protect the environment.

Here are the list of table that Ecommerce prohibited in table 1

List	Explanation		
Child Labor	The economic exploitation of children under the age of 18		
	or their employment in work that is harmful to their health,		
	safety or morals		
Forced or Compulsory	Work or service that is coerced or imposed with little or no		
Labor	freedom of choice and deprives a worker of a genuine		
	possibility of terminating his or her employment without		
	penalty or the threat of penalty, including deliberate		
	withholding or non-payment of wages		
Free Association	Free formation and joining of groups by workers and		
	employers for the promotion and defense of occupational		
	interests, and to influence matters that directly concern them		
Collective Bargaining	A process through which employers or their organizations		
	and representatives designated by the workers, discuss and		
	negotiate their relations, particularly the terms and		
	conditions of work, to reach mutually acceptable collective		
agreements			

Table 1

Information Flow

The OLAP process

How data is prepared for online analytical processing (OLAP)

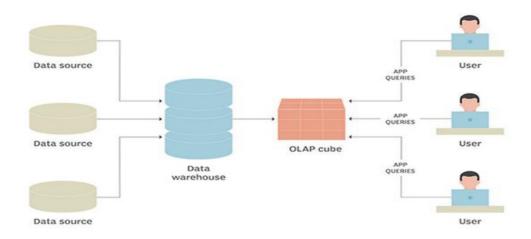


Figure 1

The above (Figure 1) shows the information flow process of Ecommerce dataset that comes from Kaggles in the form of data warehouse. Below show the OLAP cube (Figure 2).

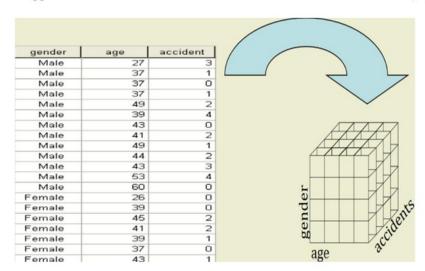


Figure 2

Analytics spectrum questions

- Which product are the highest selling number?
- The total amount of transaction in each country.
- What item that have in each invoice number?
- What are nationality of each customer?
- What are the number of customers from each country?
- Which are the highest selling item in each country?

Data architecture

-Data architecture is one of the technical very important to business decision. Businesses use data architecture to managing all the complex data and understanding business objectives and existing data infrastructure and assets. [3]

Data Preparation

-Data preparation able to cleaning data and improving the data quality. Because data is often created with missing values, inaccuracies or having other errors. In addition, data preparation able to fix errors quickly. In conclusion, using produced quality data will make better business decisions. Thus, we decided using rapid miner to replace the missing values.

Replace Missing Values with Rapid Miner

From Ecommerce Dataset there are a lot of missing values for attribute such as invoice No, Description and Customer ID.

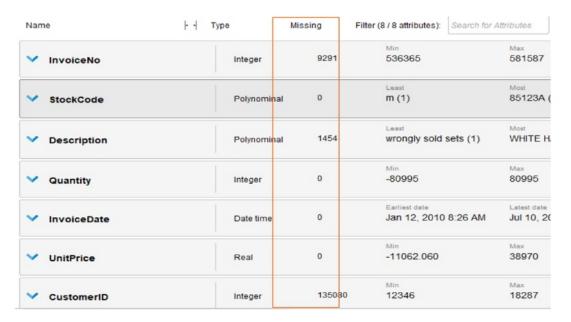


Diagram 1.1(statistic)

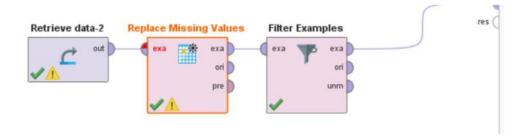


Diagram 1.2(Flow)

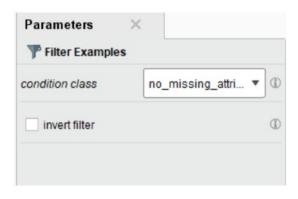


Diagram 1.3 (Parameter for the filter)

✓ InvoiceNo	Integer	0	536365	581587
✓ StockCode	Polynominal	0	Least m (1)	Most 85123A
✓ Description	Polynominal	0	wrongly sold sets (1)	Most WHITE
∨ Quantity	Integer	0	Min -80995	Max 80995
✓ InvoiceDate	Date time	0	Earliest date Jan 12, 2010 8:26 AM	Jul 10, 2
✓ UnitPrice	Real	0	Min -11062.060	Max 38970
✓ CustomerID	Integer	0	Min 12346	Max 18287

Diagram 1.4(Result)

The Location intelligence technique

Based on why customer analytics matters in a business is a better understanding to see the customer's buying habits or pattern to develop a more accurate predictive behaviors from it to satisfy customer journey. From the database that we choose which is the "E-commerce Dataset" it can classify that the items that are sold are mostly stuff or game for kids, house decoration and also kitchen items. From these details, we can analyze that the business target audience are someone who are does or interested in performing online shopping for their house's need. Consumer behavior can be analyses by the purchases based on the description of the product done by the customer. Below Figure 1 are few of the example of item that have been purchase by customer found from the dataset. Consumer are also to be found in different location like United Kingdom, Canada, Australia and many more country. Figure 2 are all the countries included in this "Ecommerce Dataset".

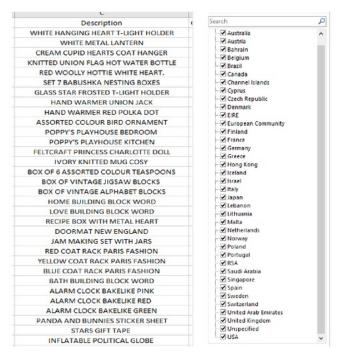


Figure 1: Sold Items

Figure 2: Countries

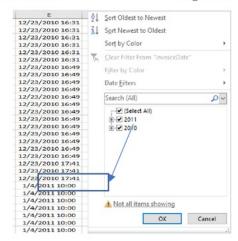


Figure 3: Year included in the datasets

Figure 3 are the year included in this "Ecommerce Dataset" which is the year 2010 ends on the 23rd December and starts on 4th January on the year 2011. Other than that, by the transaction we could also identify the characteristic of customer by pattern spend and this are the most valuable customer to the business. The type of customer analytics is "Customer

Spend Analysis". Analyses by the transaction behavior and purchase behavior to understand spend patterns and potential. From the "E-commerce Dataset" we could analyses or divide to know the amount of transaction or purchase that are done by a specific consumer based on the invoice no. From Figure 4 we can see three transaction done by customer where 536389,537676 and C538723 is the path where it divides the transaction.

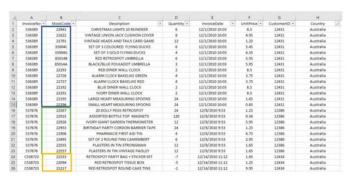


Figure 4: Purchase by Customers

From that we could get to compare one demographic or country with another, and this could analyze the most transaction of purchase by customer in a particular country against the other country. Regarding that, potential customer in different country could be analyzed based on the total amount of transaction done in period of time. Below is just one of the example of comparison of the number of transaction perform by customer in Brazil comparing with another country called Bahrain. As mention above invoice no is one of the way to detect the transaction done by specific customer and based on Figure 5 it only contain one transaction from Brazil is which under 550201 "InvoiceNo". Wherelse Figure 6 contain 4 different transaction from Bahrain country.

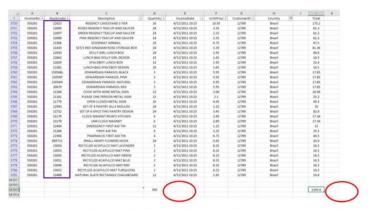


Figure 5: Transaction is Brazil

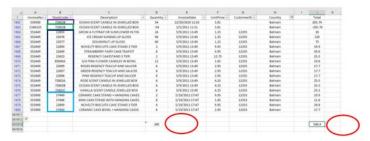


Figure 6: Transaction is Bahrain

From Figure 5 and 6 the dataset could also analyze and keep track of the quantity of a particular product flowing out by the purchases done on specific item from the description. A small calculation was done in excel sheet for the transaction settled from Brazil and Bahrain where the quantity was multiply with the unit price and Figure 5 show the total amount of transaction done for all the items which is a total of "BRL 1143.6". The total amount from Bahrain country based on Figure 6 is "BD 548.4". In conclusion customer spend analysis is just a better way to understand/analyze the customer journey like for example what product they purchase, when they purchase and what channels they prefer to purchase from the datasets. Split customer based on similarity in purchase pattern or behavior to provide their needs better.

Task3

Finding Result /Valuable insight from the findings toward the organizational decision making

1)Which product are the highest selling number

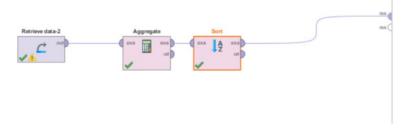


Diagram 1 (flow)

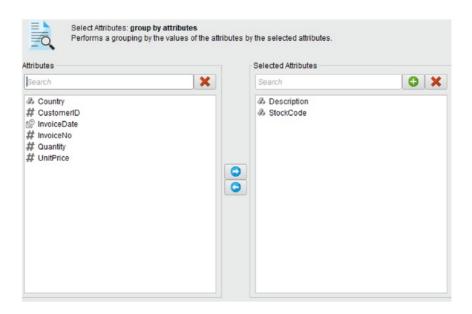


Diagram 1.1 (group attributes)



Diagram 1.2 (aggregation attributes)



Diagram1.3(sort filter)

Row No.	StockCode	Description	sum(Quantity)
1	84077	WORLD WAR	53847
2	85099B	JUMBO BAG	47363
3	84879	ASSORTED	36381
4	22197	POPCORN H	36334
5	21212	PACK OF 72	36039
6	85123A	WHITE HANG	35025
7	23084	RABBIT NIGH	30680
8	22492	MINI PAINT S	26437

Diagram 1.4 (result)

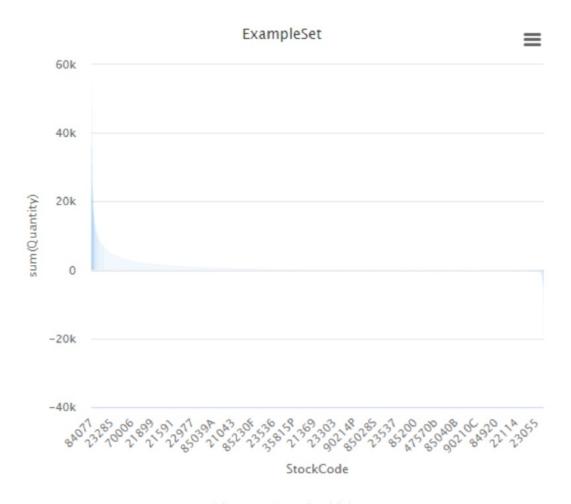


Diagram 1.5(result with bar)

Explanation for Question 1

-The purpose of finding the highest number of sales is to help the e-commerce organization to be able to find out and to focus on which are their best-selling products. Once this information is available, the organization can then promote these products more to their customers since they are in such high demand.

2) The total amount of transaction in each country.

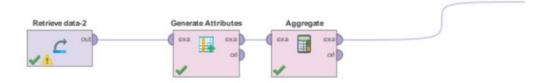


Diagram2.1(flow)



Diagram 2.1 (generate attribute)



Diagram2.2 (aggregate attribute)

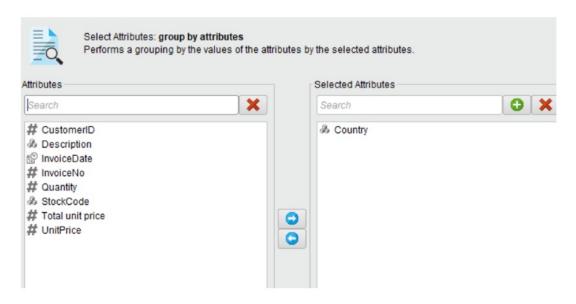


Diagram 2.3 (select attribute)

Row No.	Country	sum(Total u
1	Australia	137077.270
2	Austria	10154.320
3	Bahrain	548.400
4	Belgium	40910.960
5	Brazil	1143.600
6	Canada	3666.380
7	Channel Isla	20086 200

Diagram 2.4 (result)

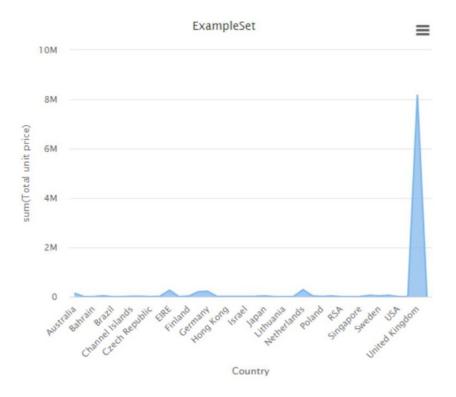
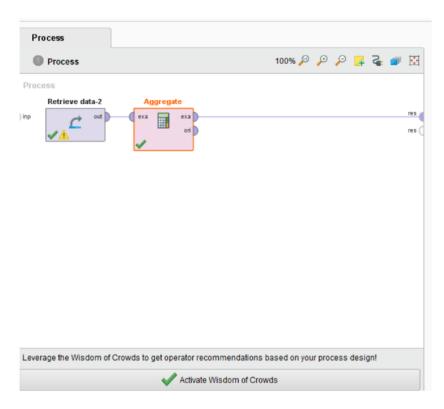


Diagram 2.5 (result with area)

Explanation for Question 2

- The purpose of finding the total number of transactions in each country is for the e-commerce organization to be able to find out which region/country produces the most sales and interests for consumers. The organization can then focus on promoting different products and items to different countries, based on which products are having the most transaction from that country.

3) What item that have in each invoice number?



Digram3(flow)



Diagram3.1 (group by attributes)

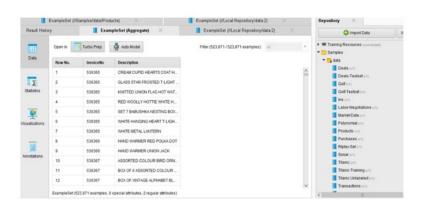


Diagram3.3(result)

Explanation for Question 3

The purpose of finding out and compiling which invoice number is related to which item, based
on the description of the product, is to identify which and how many products fall under the same
invoice and it can help the organization to organize its information in a much more organized and
cleaner structure.

4) What are nationality of each customer?

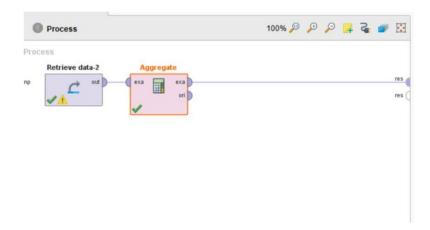


Diagram4.1 (flow)

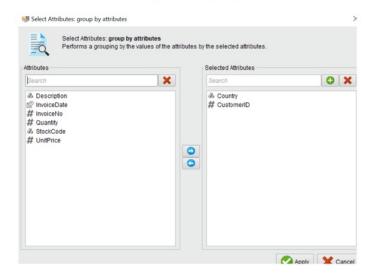


Diagram4.2(group by attributes)

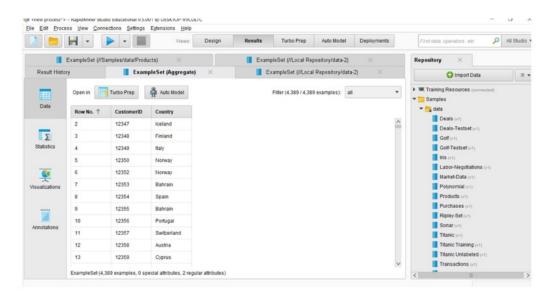


Diagram4.3 (Result)

Explanation for Question 4

- The purpose of finding out and gathering information about the customer and which country they are from is to help the organization to be able to identify which country the customer comes from so that suitable delivery information and different types of products can be promoted to them, according and suited to the country which they come from.

5) What are the number of customers from each country

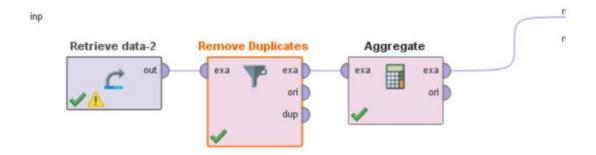


Diagram5.1(flow)

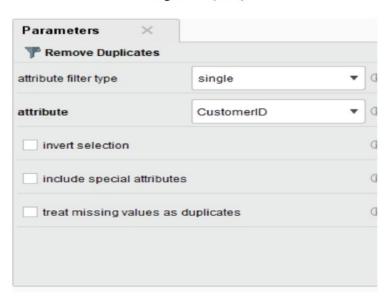


Diagram 5.2(Parameter)



Diagram 5.3 (Aggregate)



Diagram5.4(aggregate)

Row No. ↑	Country	count(Custo
1	Australia	9
2	Austria	9
3	Bahrain	2
4	Belgium	24
5	Brazil	1

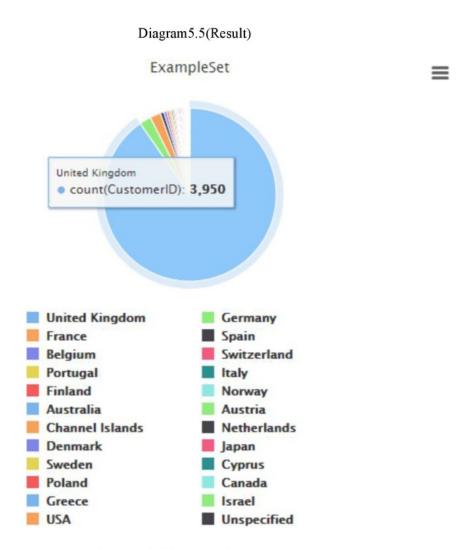


Diagram5.6(Result with pie chart)

Explanation for Question 5

The purpose of finding how many customers come from each country is to help the organization to realise how and where their greatest market is at. It can also help the organization to identify which countries and regions need better promotion and advertising to improve sales.

6) which are the highest selling item in each country.

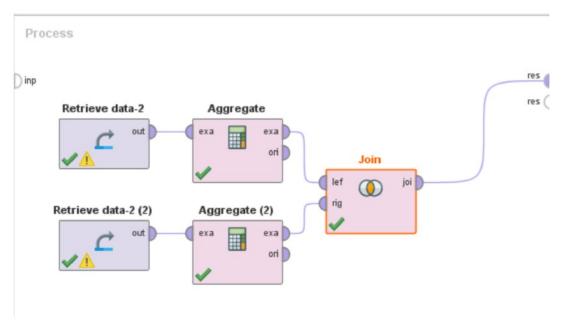


Diagram6.1(flow)



Diagram6.2 (aggregate1)



Diagram6.3(aggregate1.2)

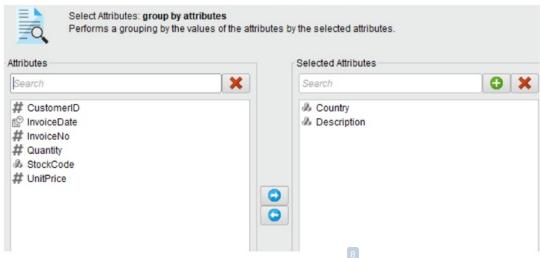


Diagram 6.4 (aggregate2.1)

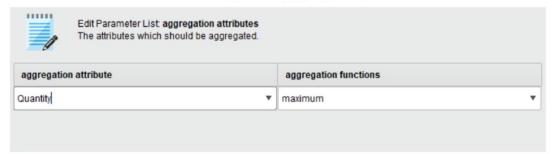


Diagram 6.3 (aggregate2.2)

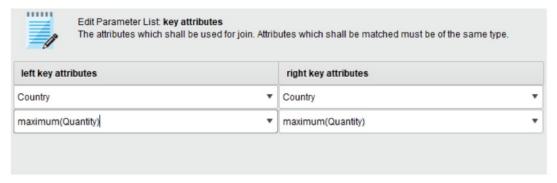


Diagram 6.4 (join table)

Row No.	Country ↑	maximum(Q	Description
37	Greece	48	4 LAVENDER
38	Greece	48	4 PEAR BOT
39	Hong Kong	144	WORLD WAR
40	Iceland	240	ICE CREAM
41	Israel	100	RED RETRO
42	Israel	100	WOODLAND
43	Italy	200	ICE CREAM
44	Japan	2040	RABBIT NIGH
45	Lebanon	24	ASSTD FRUI

Diagram 6.5(result)

Explanation for number 6

- The purpose of finding the highest selling item is very important to the e-commerce organisation because it is important for them to identify the highest selling item in each country. With this information, the organisation can then promote and identify which products to offer which countries, to increase the revenue and awareness of the organization

References

[1] M. Rouse, J. Biscobing, M. Rouse, and M. Rouse, "What is OLAP (online analytical processing)? - Definition from WhatIs.com," *SearchDataManagement*. [Online]. Available: https://searchdatamanagement.techtarget.com/definition/OLAP. [Accessed: 13-Dec-2019].

[2]data warehousing, Walker, J. (2018). *Top 5 data warehouses on the market today - Monitis Blog*. [online] Monitis Blog. Available at: https://www.monitis.com/blog/top-5-data-warehouses-on-the-market-today/ [Accessed 10 Dec. 2019].

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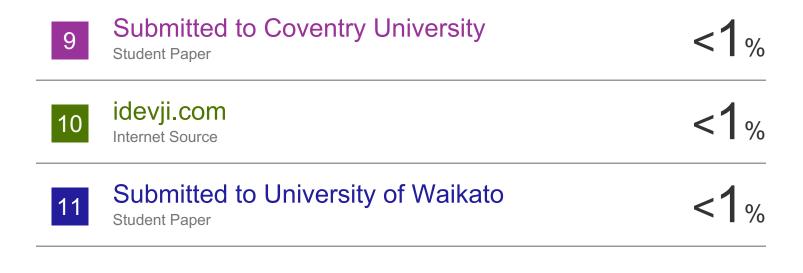
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