

Data cleaning & Pre-Processing (DCPP) Group Assignment

Domain: Retail/Consumer

Consumer Research: Gauge customers' view and competitiveness of graphic card category of a retail website

Team - 5

Group Team Members	PGID
Rahul Arora	12120036
Deeksha Sureka	12120094
Deepak Gupta	12120085
Karan Tyagi	12120012

URL for Github uploads – Team 5 Group Assignment

https://github.com/deepak-gupta-isb/DCPP

INDEX

1.	Executive Summary	3
2.	The Chosen Domain and Seed URLs	4
3.	The Structured and Unstructured fields shortlisted for scraping	5
4.	Download / Scrape / collect data from all the sources	6
5.	Convert data from original sources (Webpages, pdf files, CSV files,) to structured data fields	7
6.	Pre-Processing and Data cleaning:	8
7.	Observations/ Insights and Analysis on the data collected	14
8.	Strategy to enhance the data with crowd sourcing methods	18
9.	References and Sources used for this Assignment	19

1. Executive Summary

Problem Statement:

Understanding customer behaviour and product competitiveness are an important aspect of marketing and product development functions for any organization. The problem statement considered here pertains to a leading GPU manufacturer, who wants to understand its customers' perspective as well competitive health of its graphic card product category using one of the most popular retail websites.

The goal is to build a dataset that provides insights about graphic card to the GPU manufacture's product teams and stakeholders

(Disclaimer: The working group wants to do this project as a concept testing for different use cases to maximize learning vs creating a vertical or horizontally long data set for one use case.

Proposed Solution and its workflow:

The intent of the solution developed is to explore varied data collection techniques to gather the data and conduct cleaning pre-processing activities to build a pipeline that is ready to be consumed for use by different teams to generate insights. Some of the sub-objectives are to:

- Explore various retail websites and understand complexities and possibilities of scraping the data
- Select the most impactful retail website (we have chosen AMAZON.in website, being the global and most popular retailer, to scrape)
- Define the list of attributes and product information to be extracted (Ex. Product Description, Price, etc.)
- Pre-process and clean the extracted data for better comprehension 1.
 https://realpython.com/beautiful-soup-web-scraper-python/
- 2. https://www.geeksforgeeks.org/difference-between-find-and-find_all-in-beautifulsoup-python/
- Use transformation techniques to create new attributes or dimension to increase usability
- Prepare the JSON file presented the scraped data in a human or machine-readable form

Challenges:

- Learning the web scraping from scratch
- Locating the required data on the web page
- No data availability in html tags
- Creating a loop to run the entire page data to scrape all products

2. The Chosen Domain and Seed URLs

As a working group we wanted to choose a domain that is relatable to our day to day lives and also provides maximum learning opportunities for individual and group learning.

We believe retail and consumer market offers products for end users

- 1. We use the retails apps or websites in our day to day lives to manage our living needs
- 2. Retail companies collect the most data about it customers so the richness in retail data is very high compared to other domains

Hence, Retail was found most relatable and actionable domain to choose for this project and we chose the biggest retail company AMAZON, being the global and known retailer in the world.

Seed URL and other URLs: www.amazon.in ['https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=1&crid=1VR5KKO7J5XDM&qid=1652272954&rnid=3576079031&ref=sr pg 1' 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=2&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr_pg_2', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=3&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr pg 3', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=4&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr_pg_4', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=5&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr pg 5', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=6&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr_pg_6', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=7&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr pg 7', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=8&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr_pg_8', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=9&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr pg 9', 'https://www.amazon.in/s?k=graphics+card&i=computers&rh=n%3A1375344031%2Cn%3A13753540 31&dc&page=10&crid=1VR5KKO7J5XDM&qid=1652683804&rnid=3576079031&ref=sr_pg_10',

3. The Structured and Unstructured fields shortlisted for scraping

The following data elements were shosen to be scraped from the seed URLs.

Source/Data Type	Data Attribute
Structured	Product Category – Graphic Card
Structured	Product SKU
Structured	Product Description
Structured	Available Price
Structured	Original Price
Structured (Calculated)	Discount Rate
Structured	Detail URL
Structured	Stock Tag
Unstructured	Customer Rating
Unstructured	Customer Review Title
Unstructured	No. of customer review
Unstructured	Customer review Description

4. Download / Scrape / collect data from all the sources

With all the decisions about domain, website and selection of data attributes, the next step was to extract the required data by crawling the amazon website from the seed links shared above (in the table)

In general, the simplest way to crawl the data is using website APIs but websites do not provide public APIs due to technical reasons and implications. So, we also didn't find any public API for amazon and used alternate ways of and scraping the data. The approach and tools are used are:

- Browsing the website to gather all the links for graphic cards from seed URL (https://www.amazon.in/)
- Used python URL handling library 'Urllib3' to fetch the URLs
- Used python web scraping library 'Beautiful soup' to extract the data
- Amazon website data structure is very complicated to scrape, so there were a lot of difficulties to locate the required data on the webpage.
- The html tags did not have data in them.
- Created a loop to run on the entire page data to scrape all products together

Using these techniques and approach, the amazon data set was seamlessly extracted by addressing the challenges at each stage.

5. Convert data from original sources (Webpages, pdf files, CSV files, ...) to structured data fields

In this step, we applied the data formatting, validation methods, created new attributes and and calculated fields make the extracted data more readable and comprehensive:

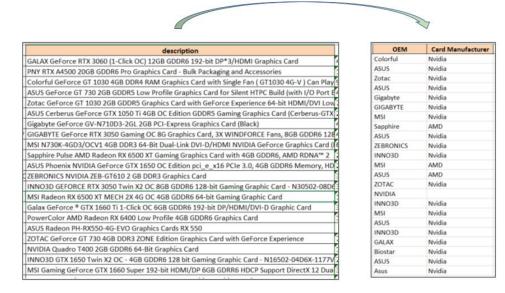
- Formatting the data into a structured data frame
- Importing data from excel (pd.read.excel)
- Validate the attributes:
 - The number of columns extracted in the excel (head)
 - Info about data (Data type, Null Non-Null values)

6. Pre-Processing and Data cleaning:

The following steps were undertaken to Pre-process and clean the data scraped.

1. Creating new structured data: Extract card manufacturer and OEM information from 'description' attribute to create separate attribute

(Screen shot is not showing apple to apple comparison but emphasize upon the workflow – input and output example)



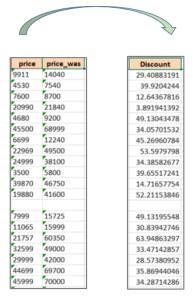
2. Exclusions: Removal of multiple same value of original price and create a new field with single value

(Screen shot is not showing apple to apple comparison but emphasize upon the workflow – input and output example)



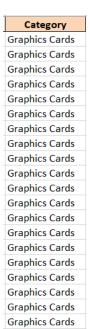
3. Calculated Field:

Create a discount rate value using the 'Price' and 'Price was' columns.



4. Define a structured data column:

Create a new attribute the segments the product category



5. String to Float conversion: Change the customer rating string values to float and show only rating value



Customer Rating
3.7 out of 5 stars
4.2 out of 5 stars
4.4 out of 5 stars
4.4 out of 5 stars
4.1 out of 5 stars
4.6 out of 5 stars
2.0 out of 5 stars
3.5 out of 5 stars
4.4 out of 5 stars
2.7 out of 5 stars
3.7 out of 5 stars
4.5 out of 5 stars
4.1 out of 5 stars
4.3 out of 5 stars
4.6 out of 5 stars
4.6 out of 5 stars
4.8 out of 5 stars
4.1 out of 5 stars
4.7 out of 5 stars
3.9 out of 5 stars
4.6 out of 5 stars

Custo	mer Rating
	3.7
	4.2
	4.4
	4.4
	4.1
	4.6
	2
	3.5
	4.4
	2.7
	3.7
	4.5
	4.1
	4.3
	4.6
	4.6
	4.8
	4.1
	4.7
	3.9
	4.6

6. Remove irrelevant data from stock tag: Excluded all the irrelevant data from stock tag column and replaced it with blank (For ex - 10% off on SBI Master Debit Card, has nothing no relevance with stock tag. Stock tag is to reflect the number of units left in the stock.



stock_tag	
10% Off on SBI Mastercard Debit Card	
10% Off on SBI Mastercard Debit Card	
Only 2 left in stock.	
10% Off on SBI Mastercard Debit Card	
More Buying Choices₹22,950(3 new offers)	
3% coupon applied at checkoutSave 3% with coupon	
More Buying Choices₹39,750(4 new offers)	
10% Off on SBI Mastercard Debit Card	
10% Off on SBI Mastercard Debit Card	
10% Off on SBI Mastercard Debit Card	
Only 1 left in stock.	
Only 1 left in stock.	
Only 2 left in stock.	
Only 1 left in stock.	

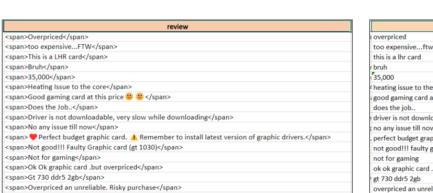


7. Rounding off discount column to 2 decimal places



scount	Discou
0883191	29
204244	39
367816	12
1941392	3.
3043478	49
05701532	34
26960784	45
.5979798	5
8582677	34
55517241	39
1657754	14
1153846	52
3195548	49
83942746	30
94863297	63
47142857	33.
57380952	28
86944046	35.
8714286	34

8. Removing and tags and emojis



	review
overpriced	
too expensiveftw	
this is a lhr card	
bruh	
35,000	
heating issue to the	core
good gaming card a	it this price
does the job	
driver is not downlo	oadable, very slow while downloading
no any issue till nov	V
perfect budget grap	phic card. remember to install latest version of graphic drivers.
not good!!! faulty g	graphic card (gt 1030)
not for gaming	
ok ok graphic card	but overpriced
gt 730 ddr5 2gb	
overpriced an unrel	liable. risky purchase
not for gaming	
i am speechless lite	rally out of words.
big difference in spe	eed compared to ddr3
does what is says	

9. Removing Duplicates

Not for gaming

Does what is says...

I am speechless literally out of words. Big difference in speed compared to DDR3

sku_asin_rev	review_id	reviwer	review
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars
B00LHLB1WC	R1U6G03WG5OQAE	Abhishek Gupta	Five Stars

10.Removing Punctuation and stop words



review	Cleaned Reviews
overpriced	overpriced
too expensiveftw	expensiveftw
this is a lhr card	lhr card
bruh	bruh
35,000	35000
heating issue to the core	heating issue core
good gaming card at this price	good gaming card price
does the job	job
driver is not downloadable, very slow while downloading	driver downloadable slow downloading
no any issue till now	issue till
perfect budget graphic card. remember to install latest version of graphic drivers.	perfect budget graphic card remember install latest version graphic drivers
not good!!! faulty graphic card (gt 1030)	good faulty graphic card gt 1030
not for gaming	gaming
ok ok graphic card .but overpriced	ok ok graphic card overpriced
gt 730 ddr5 2gb	gt 730 ddr5 2gb
overpriced an unreliable. risky purchase	overpriced unreliable risky purchase
not for gaming	gaming
i am speechless literally out of words.	speechless literally words
big difference in speed compared to ddr3	big difference speed compared ddr3
does what is says	says

11.Creating Sentiment scoring and bands using sentiment intensity analyser:



	Cleaned Reviews
overpriced	
expensiveft	w
Ihr card	
bruh	
35000	
heating issu	e core
good gamin	g card price
job	
driver down	loadable slow downloading
issue till	
perfect bud	get graphic card remember install latest version graphic drivers
good faulty	graphic card gt 1030
gaming	
ok ok graph	ic card overpriced
gt 730 ddr5	2gb
overpriced (unreliable risky purchase
gaming	
speechless l	literally words
big differen	ce speed compared ddr3
says	

Sentiment
Neutral
Positive
Neutral
Neutral
Neutral
Positive
Positive
Neutral
Positive
Positive
Negative
Neutral
Neutral
Neutral
Neutral

7. Observations/ Insights and Analysis on the data collected

After pre-processing and cleaning the data, our data was ready for generating early insights and we decided to look at multiple segments about the product category using different metrics and slicer –

- Competitor product listing analysis (Using Card Manufacturer and OEM Attribute)
- Top products with high discounts (How do we compare with competition on price offering?)
- Top Customer Rated Products
- Top products with highest number of reviews
- Sentiment scoring and band on reviews given

Few Early insights:

86% of OEM listings on Amazon are of NVIDIA so AMD holds a very low share

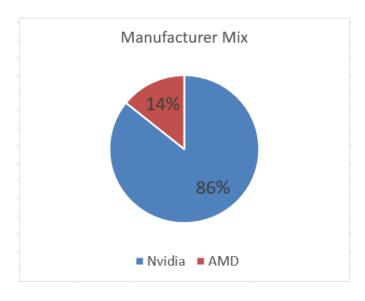
Similar OEMs (Gigabyte and AMD), have higher discount offerings by NVIDIA than AMD

Comparatively, AMD ASUS has higher customer rating (4.56) than NVIDIA ASUS (4.42) and of course, NVIDIA has higher number of OEM types than AMD

The numbers of reviews received by NVIDIA OEM (Gigabyte -11962, ASUS -10886) is much higher than the AMD OEM (Gigabyte -9, ASUS -128)

Based on customer reviews, the graphic card category has positive sentiments across all products

1. Manufacturer Mix:



2. Discount comparison – NVIDIA Vs AMD

Discount comparison			
Card Manufacturer	Nvidia	Card Manufacturer	AMD T
OEM	Average of Discount	OEM ↓↓	Average of Discount
STORE99®	50.00	Sapphire	53.60
NVIDIA	45.45	RX550-2G	49.83
Biostar	40.02	PowerColor	46.28
Yeston	40.00	icepc	41.57
GT730	40.00	MSI	40.61
ZEBRONICS	39.66	ASUS	35.20
Gigabyte	35.44	XFX	26.74
MSI	34.32	Gigabyte	25.65
Zotac	34.16	SAPLOS	23.76
GALAX	30.97	ASRock	22.53
INNO3D	30.56	VTX3D	8.84

3. Top 15 products with average customer rating and OEM unit type by NVIDIA Vs AMD:

OEM		Most OEM Units	
Card Manufacturer Nvidia		Card Manufacturer	Nvidia 🖵
OEM -	Average of Customer Rating	OEM -	OEM Unit type
NVIDIA	5.00	ASUS	31.00
Gigabyte	4.47	Gigabyte	24.00
ASUS	4.42	Zotac	23.00
Zotac	4.28	INNO3D	19.00
GALAX	4.28	MSI	16.00
MSI	4.23	Colorful	15.00
SAPLOS	4.20	GALAX	8.00
Aorus	4.20	PNY	5.00
INNO3D	4.11	Biostar	4.00
Biostar	4.10	STORE99®	3.00
COLORFULL	3.80	SAPLOS	3.00
PNY	3.68	ZEBRONICS	2.00
Colorful	3.52	NVIDIA	2.00
Nextron	3.00	36W	1.00

OEM			Most OEM Units			
Card Manufacturer	AMD		Card Manufacture	er	AMD	Ţ
OEM	Average of Customer I	Ratin	OEM	ΨŢ	OEM Unit to	ype
Visiontek	5.00		MSI			8.00
Gigabyte	4.80		ASUS		-	7.00
XFX	4.60		SAPLOS		2	2.00
ASUS	4.56		PowerColor			2.00
icepc	4.50		XFX		:	1.00
MSI	4.33		Visiontek		:	1.00
PowerColor	4.00		Sapphire		:	1.00
SAPLOS	3.60		ASRock		:	1.00
Sapphire	3.50		VTX3D		:	1.00
VTX3D	3.30		RX550-2G		1	1.00

4. Most Reviews by OEM – NVIDIA Vs AMD

Card Manufacturer	Nvidia	Card Manufacturer	AMD
OEM	Number of reviews	OEM	Number of reviews
Gigabyte	11962.00	XFX	379.00
ASUS	10286.00	MSI	294.00
Zotac	8808.00	ASUS	128.00
MSI	2786.00	icepc	18.00
GALAX	563.00	SAPLOS	14.00
Colorful	328.00	Sapphire	12.00
INNO3D	236.00	Gigabyte	9.00
SAPLOS	29.00	PowerColor	6.00
PNY	22.00	Visiontek	5.00
Nextron	21.00	VTX3D	4.00

5. Overall Sentiment — Overall graphic card category has positive sentiment the most in customer reviews across all products

Overall Sentiment	
Sentiment Band	Sentiment level
Negative	63
Neutral	230
Positive	287
Grand Total	580

8. Strategy to enhance the data with crowd sourcing methods

Crowd sourcing is "an online, distributed problem-solving and production model" – Daren Brabham (2008)

In the last few years, crowd sourcing has emerged as one of the strong ways of engaging with large group of people in generating ideas for complex business problem in tech landscape.

In context of retail domain, it is vital for any e-commerce company to create a seamless app and website experience for its customers. Hence, one of the most beneficial areas for e-commerce companies to engage in crowdsourcing is software testing.

While this can be done by an in-house team and contractors but with the recent growth seen in the unique number of mobile devices and websites, there is a problem at hand with big retailers to test these things at scale to provide great customer experience.

Strategically,

- Crowdsourced Software testing: Engaging with crowdsourcing-based software testing
 companies is a great way to deal with this problem at scale with same speed and convenience as
 In-house set ups. There is high likeliness to be successful with this approach as the
 crowdsourcing-based software testers are paid based on the bugs they find vs the time spent on
 testing the software.
- 2. Crowd voting: Engage users in crowd voting through some suggestion forums and online communities to gauge feedback on specific areas app experience, product availability experience, delivery experience
- 3. Crowd focus groups: Use traditional ways of gathering crowd ideas are geo centric focus groups and telephonic interviews on specific business problems
- 4. Open Crowd work: Leverage literature and research work in field of data science (A lot can be referenced through sites like Kaggle)

We would like to leverage these approaches of crowdsourcing as per the business needs

9. References and Sources used for this Assignment

- 1. https://realpython.com/beautiful-soup-web-scraper-python/
- 2. https://www.geeksforgeeks.org/difference-between-find-and-find-all-in-beautifulsoup-python/
- 3. https://www.amazon.in/
- 4. https://www.w3resource.com/pandas/series/series-strsplit.php#:~:text=split()%20function%20is%20used,split().
- 5. https://www.w3resource.com/python-exercises/nltk/index.php
- 6. https://kanoki.org/2019/11/12/how-to-use-regex-in-pandas/
- 7. https://www.browserstack.com/guide/inspect-element-in-chrome#:~:text=One%20of%20the%20easiest%20ways,%2C%20Sources%2C%20and%20other%20tools.
- 8. https://github.com/deepak-gupta-isb/DCPP

_

