Project 2 - Comcast Telecom Consumer Complaints.

DESCRIPTION

Comcast is an American global telecommunication company. The firm has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month (October 2016) the authority fined them a $2.3 million, after receiving over 1000 consumer complaints.  
The existing database will serve as a repository of public customer complaints filed against Comcast.  
It will help to pin down what is wrong with Comcast's customer service.

**Analysis Task**

- Import data into Python environment.

- Provide the trend chart for the number of complaints at monthly and daily granularity levels

- Provide a table with the frequency of complaint types.

- Identify the complaint types that have maximum complaints

- Create a new categorical variable with value as **Open** and **Closed**

- Provide state wise status of complaints in a stacked bar chart

- Identify which state has maximum complaints

- Identify which state has the highest percentage of unresolved complaints

- Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls

- Provide insights along with the results wherever applicable.