**Comcast Telecom Consumer Complaints. Screenshots**

Import data into R environment.

Graphical user interface, text, application, email

Description automatically generated

Provide a table with the frequency of complaint types.

* Which complaint types are maximum i.e., around internet, network issues, or across any other domains.

Complaints related to internet is larger.

Graphical user interface, text, application

Description automatically generated

Create a new categorical variable with value as Open and Closed. Open & Pending is to be categorized as Open and Closed & Solved is to be categorized as Closed.

Graphical user interface, application

Description automatically generated

- Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3.

Chart

Description automatically generated

Provide insights on:

* Which state has the maximum complaints

Georgia has most complaints

Graphical user interface, application

Description automatically generated

* Which state has the highest percentage of unresolved complaints – Georgia has the highest percentage of open issues

Graphical user interface, application

Description automatically generated

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

View(ClosedPercent) 🡪 76.75

View(CustomercarePercent) 🡪 38.85

View(InternetPercent) 🡪 37.9

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

Chart

Description automatically generated

Chart, line chart

Description automatically generated

June month has highest no of complaints and around June 21 to 25 has the highest number of complaints on a daily basis