**Coding Challenge**

HappyMind is a professional services firm that offers various consulting services to global organizations. In 2019, the firm launched a pilot project for selected Diamond clients to evaluate how an enhanced level of client outreach and support would benefit the company. As a member of a reputable analytics team, you are tasked to conduct an unbiased and defensible analysis to assess the impact of the pilot project and (2) to provide recommendations for the next steps.

Specifically, you will need to use three data files to analyze the questions listed below. Your analytical report should include your code, preferably in Python, and key outputs whenever applicable. We will allocate a portion of the next interview for you to present your findings, walk through your process for arriving at the answers, and share any additional insights.

**Data Files**

* Pilot accounts file: List of pilot project participating accounts and duration of the pilot.
* Customer satisfaction file: Respondent-level survey data during 2019-2020.
* Sales file: Opportunities closed during 2019-2020.

**Questions**

1. What reasonable hypotheses can be tested using these data files?
2. What conclusions can be drawn about the impact of the pilot on the satisfaction and sales? Please show your work.
3. How would you develop an ML model for predicting sales winnability using the available data? Please show your work.
4. What insights are you able to derive from the unstructured Recommend-Loyalty Comments? Please show your work.
5. What recommendations would you provide to the project team regarding the next steps & why?
6. (Bonus) Please prepare a one-page PowerPoint slide summarizing your analysis.