**Project Submission Guidelines for Data Science with R**

Hi Learner,

You need to Submit any 1 project out of following -

Insurance, Healthcare, Internet, Retail, E-commerce, Education

Kindly follow the below steps to draft the Project Report :

1. Project Report has to be created in a “single” word document/ PPT / PDF

2. Business Scenario

3. Expectation /Goals

4. Code

5. Output Screenshot

6. Analysis

Prepare the document with your own code, output screenshots and analysis (a small description on your analysis based on the output obtained).

Once done you are required to submit the same file following the path mentioned below:  
LMS > Course Icon > Project > Submit.

\*Note – Submit the same single file (word doc, PDF or PPT) in all the 3 fields i.e.   
 **Writeup, Screenshots, Source Code**

All the very best for your Project and Course Completion.

COMCAST TELECOM CONSUMER COMPLAINTS

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Business Scenario

* Comcast is an American global telecommunication company. The firm has been providing terrible customer service. In October 2016 the authority fined them $2.3 million, after receiving over 1000 customer complaints. Pin down what is wrong with Comcast’s customer service by finding out the complaint types and how to reduce prevalence.

Expectation/Goals

* Perform analysis tasks to uncover the trends hidden in the data in order to provide actionable insights to the decision makers.

Code

* Code is attached as separate script

Output Screenshot

* Import data into R environment.
  + customer\_complaints = read.csv("Comcast Telecom Complaints data1.csv", sep=",")
* Provide the trend chart for the number of complaints at monthly and daily granularity levels.
  + Chart, line chart

    Description automatically generated
  + Chart, line chart

    Description automatically generated
* Provide a table with the frequency of complaint types.
  + Table has 1841 distinct complaints. Will provide clip of sample view. The rest can be seen when the script is run.
  + Table

    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, table

    Description automatically generated
* Which state has the maximum complaints?
  + Table

    Description automatically generated with medium confidence
* Which state has the highest percentage of unresolved complaints
  + Graphical user interface

    Description automatically generated with medium confidence
* Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.
  + Graphical user interface, text, application

    Description automatically generated

Summary