**PROJECT DESCRIPTION**

**GOALS**

To analyze the email content and identify the most queried subject or what visitors complained of most.

To get rid of inapplicable data.

To also analyze employee efficiency because it is not the same for the different employees.

To use this data and predict the time periods when visitors use the system most so that NSSF customer care is prepared

To visualise this data and based on the feedback of visitors on certain issues, NSSF can know how better to sensitize the services it offers

To visualise this data and know which search engines that the visitors use most to access their system

To also visualise this data and know where most visitors come from

**METHODOLOGY:**

Well knowing that we are going to develop this system incrementally by building a series of prototypes and constantly adjusting them, we are going to use the agile method. As for the case of anlysing, predicting and visualisation, we are going to use a statistical language called R.

**EXPECTED ACCOMPLISHMENTS**

Improve customer care deliverance

Improvement in efficiency of certain workers

Improvement on responsiveness to the chatting between visitors and NSSF customer care

NSSF will through the anlysis given find a better way to advertise its services to both visitors and those who are not yet part of the fraternity

**INDICATORS OF ACHIEVEMENT**

Reduction in frustration of certain visitors since most of queries will be attended to.

More visitors putting trust in NSSF by trusting them with their money or more people will be able to join NSSF.