

PROJECT ASSIGNMENT #1 GROUP 22

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PROBLEM

For the past few years, Yellevate has been struggling with client disputes. Yellevate defines disputes as clients expressing dissatisfaction with the company's services and refusing to pay for them. The team will be following Google's five phases of data analysis: ask, prepare, process, analyze and share.

Statistically, approximately 20% of the Yellevate conflicts resulted in a payment opt-out. This has resulted in a 5% annual revenue loss (in USD). Management has now asked the data analyst team to assist in resolving the problem. The team must identify the reasons for these issues using data gathered by the company and devise practical methods to resolve them.

Executives at the company decided that the following information should be obtained to identify the circumstances around the dispute problem:

1. The processing time in which invoices are settled (average # of days rounded to a whole number).
2. The processing time for the company to settle disputes (average # of days rounded to a whole number).
3. Percentage of disputes received by the company that were lost (within two decimal places).
4. Percentage of revenue lost from disputes (within two decimal places)
5. The country where the company reached the highest losses from lost disputes (in USD).

METHODOLOGY

ROCCC Analysis:

Reliable – The data has been made available by Refocus specifically for this project

Original - Subject to the terms and conditions of the Data License Agreement by Yellevate.

Comprehensive – Data dictionary has been provided through this [link](#).

Current – The latest data is 2022.

Cited - All the data needed for this project can be accessed through this [link](#).

CLEAN DATA

According to the data dictionary, the *disputed* field has 0 or 1 values. "1" signifies the customer disputed the invoice; "0" means they did not. When this table is provided to clients, they must understand what the numbers 0 and 1 signify. The team has added a new column that will display Disputed or Not Disputed.

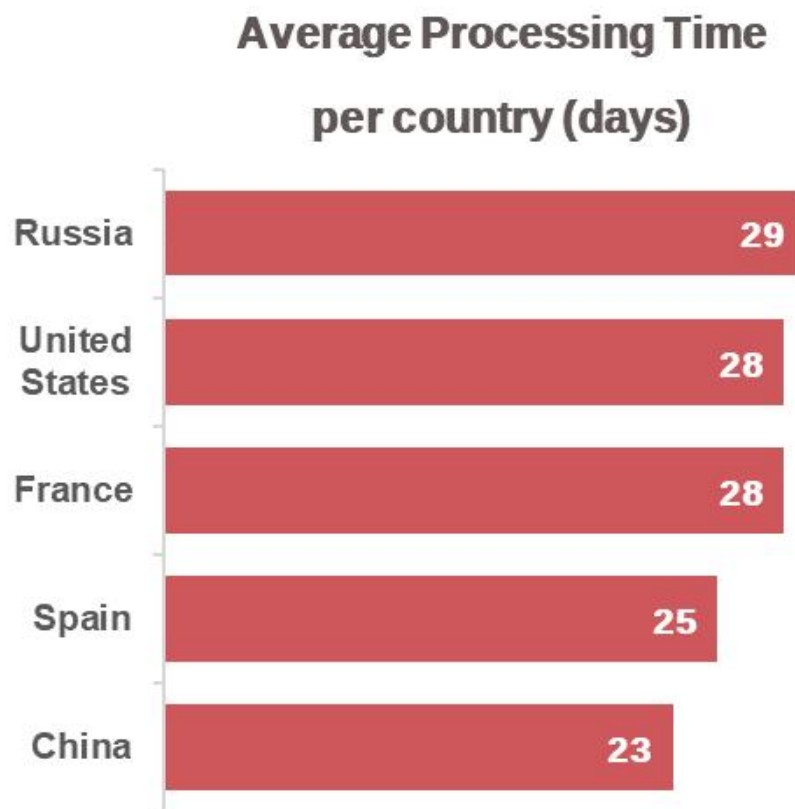
Same goes with the *dispute_lost* column, "1" means Yellevate lost the dispute and the dispute was resolved in favor of the customer, and the customer does not have to pay the invoice; "0" means the customer did not win the dispute, and they are legally required to pay the full invoice amount, it either means that Yellevate won the dispute, or there was no dispute in the first place.

Lastly, a new column named *settlement* has been added to distinguish disputes that have been settled on time or settled late.

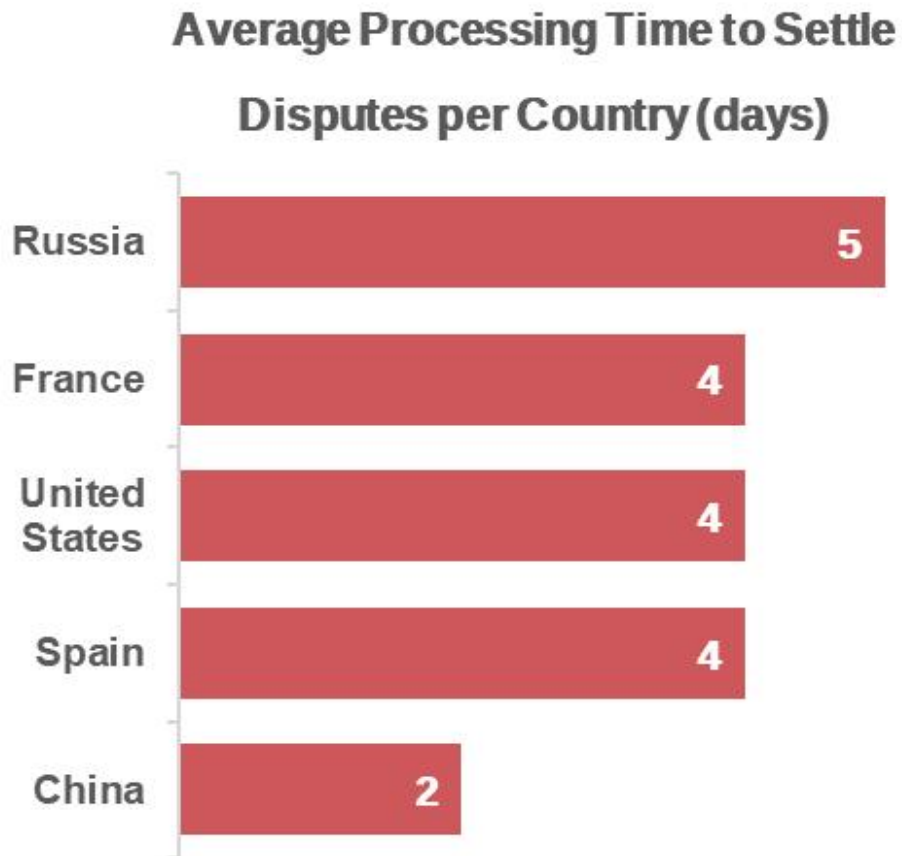
The country column is the one that can be checked for inconsistencies. We can see all of the countries listed by using the DISTINCT function. There are just five distinct countries after running the code.

FINDINGS

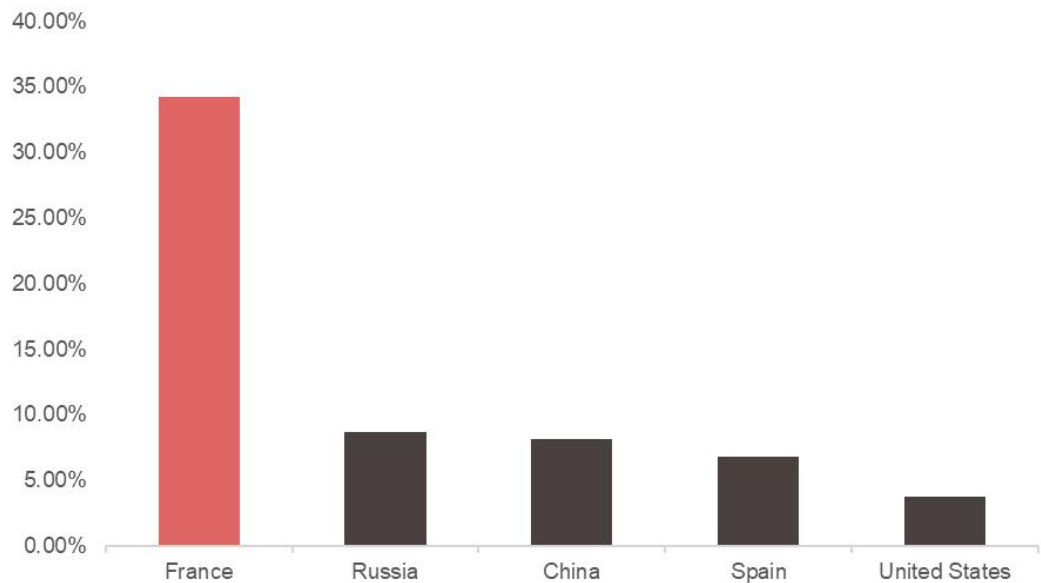
Russia has the longest average processing time of 29 days, which is 22.81% longer than China, which has the shortest data of 23 days. Furthermore, the average processing time for the entire dataset is 26 days.



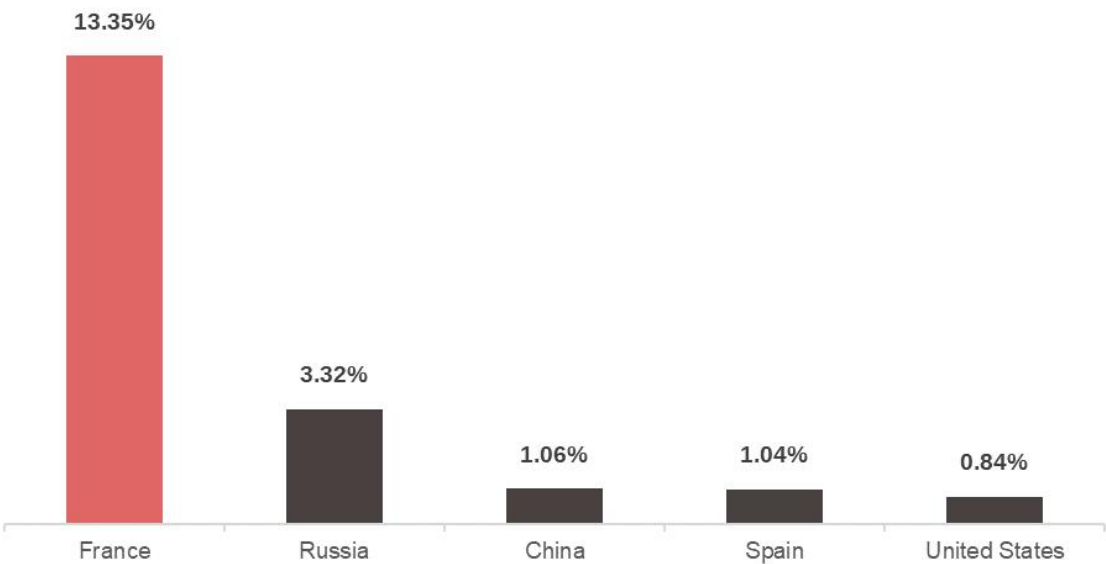
Russia has the highest average processing time of 5 days, which is 2.5 times faster than China, which has an average processing time of 2 days. Furthermore, the average processing time for the five countries is three days.



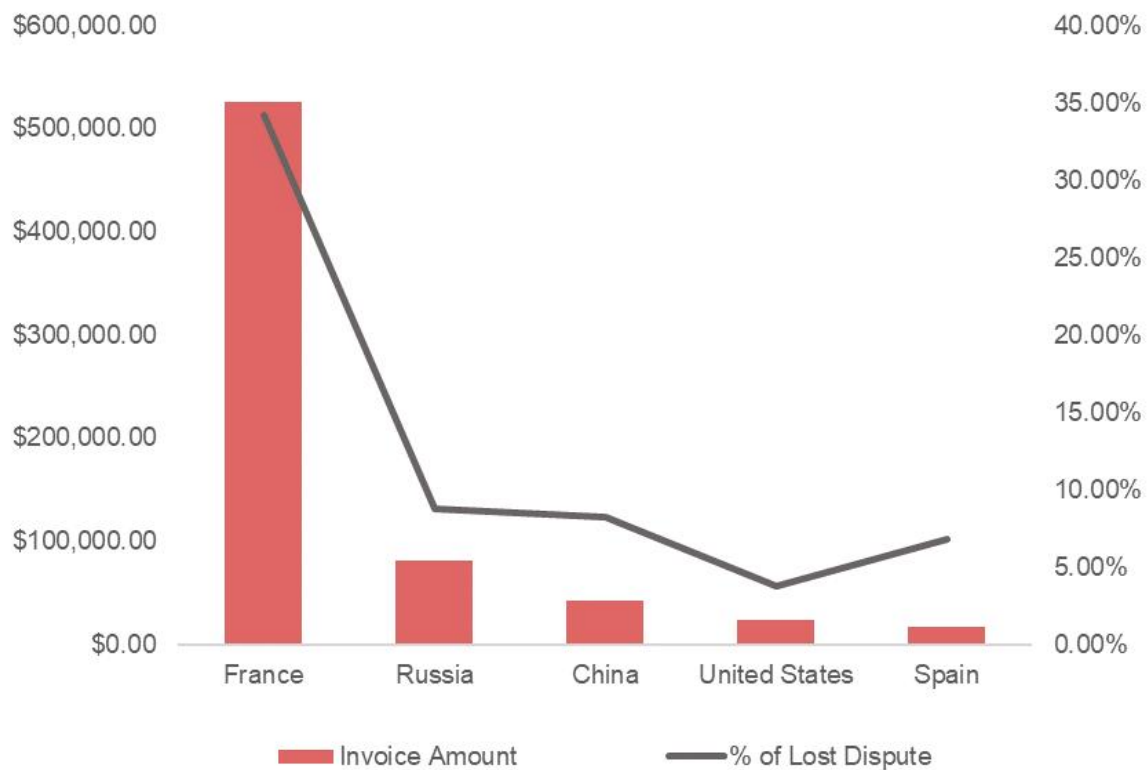
France has the highest percentage of lost disputes of 34.23% which is 9 times higher than the United States which only has 3.75% lost disputes. The company lost 61.68% of disputes.



France has the highest percentage of revenue lost from disputes of 13.35% which is 15 times higher than the United States which only has 0.84% lost disputes. 19.65% of total revenue was lost.



France has the biggest losses from lost disputes.



INSIGHTS

- Since there was pandemic and lockdown is implemented, results of services provided by Yellevate to their clients may not be favorable on clients' side. It is normal that many may have seen the advertisement because most people engaged online as their way of killing time during lockdown since most of the companies are closed.
- Since, Covid is considered a natural calamity, clients might expect an exemption in their contract but it was not granted to them.
- The adjustment of employees for their work from home set-up also affects the documentation and communication between Yellevate and their clients.
- Due to lack of communication and documentation, France has the highest revenue loss from disputes even though 43.53% of their invoices are settled late. It has the highest percentage of late settlement invoices among 5 countries.

RECOMMENDATIONS

- Yellevate must consider the payment capability of their clients especially during pandemic time.
- Have a discussion with the clients and offer them freebies such as discounts on future service requests in exchange for not opting out of their payment in order to reduce revenue loss.
- Yellevate must consider evaluating the actual impact of their services in their clients' revenue and not only on online platforms. With this, their clients may feel that they are taking good care of them.