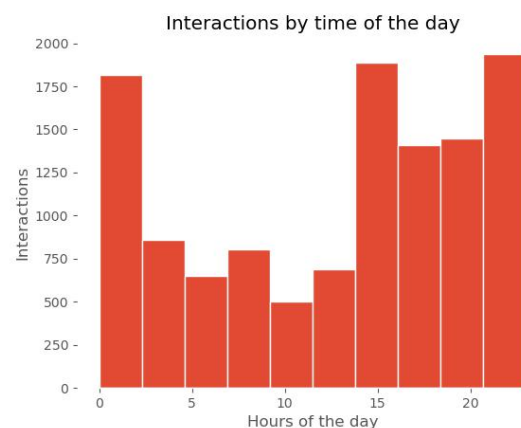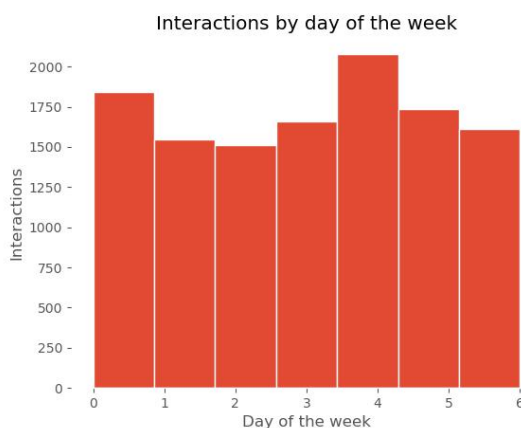# Twitter Customer Support Analysis for AskPlayStation

Analysis of customer support interactions by AskPlayStation on Twitter has been performed.

Total number of issues   11988

Total number of analysed: 2000

Analysis of interactions by day of the week and hour of the day

Analysis of types of issues raised

The issues addressed by the customer support can be divided into three main topics. The three topics named Topic 0 Topic 1 and Topic 2 have 3962, 3586 and 2668 interactions respectively. The issues can be broadly classified as game issues, account issues and error issues respectively. The distribution of issues can be broadly understood by analysing the word clouds of the topics.
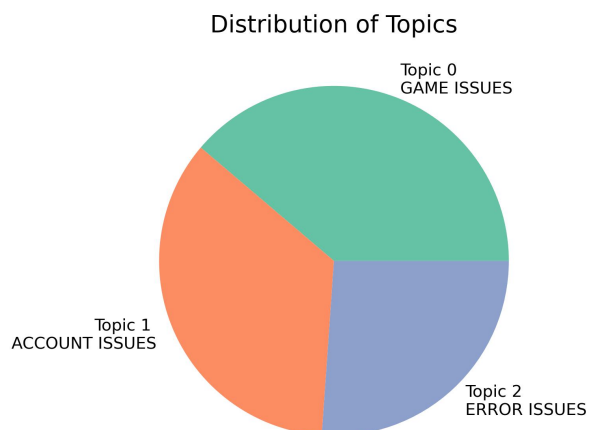
Word clouds of the topics

Topic 0 - GAME ISSUES


Topic 1 - ACCOUNT ISSUES

Topic 2 - ERROR ISSUES

Topic name	Top topic keywords
GAME ISSUES	game, bought, code, card, play, account, download, store, refund, error, playstation, fifa, controller, purchased, purchase
ACCOUNT ISSUES	account, password, email, psn, playstation, update, change, sign, log, reset, changed, guy, wrong, forgot, phone
ERROR ISSUES	error, psn, issue, connect, chat, playstation, code, internet, live, network, online, store, account, support, server

Analysis of the customer service response time

The time taken by the company to respond to the tweets is an important metric. The average time taken by AskPlayStation to respond to a tweet is 0 days 12:03:37.387529365.

The tweet which has the smallest response time belong to Topic 1. The tweet which has the highest average response time belong to Topic 2. Whereas, the tweet which has the highest response time belong to Topic 2.
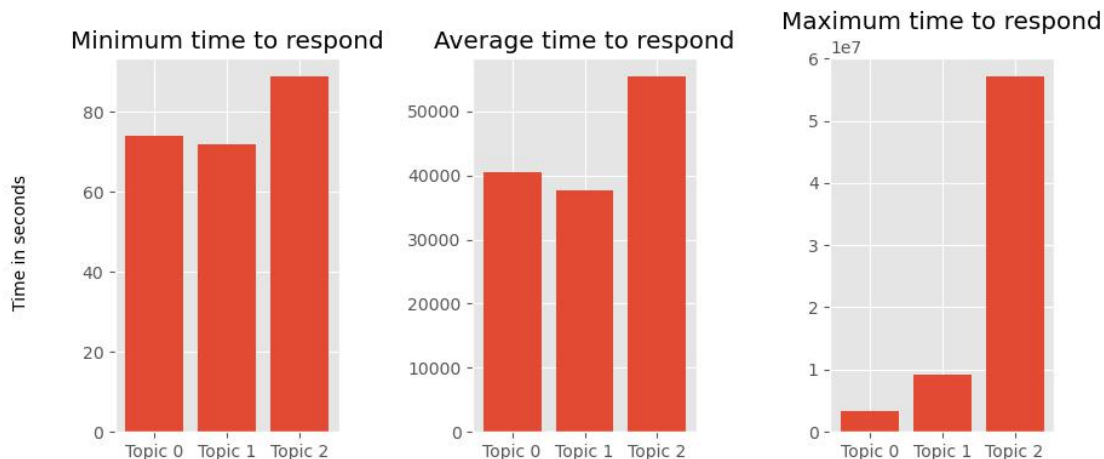
Iteractions having quickest and slowest first response time

First reponse in	Interaction summary
0 days 00:01:12	AskPlayStation is helping a player who is having trouble accessing his account.
662 days 08:36:11	Someone on another system is deactivating the account of AskPlayStation player 285659.

Analysis of number of interactions
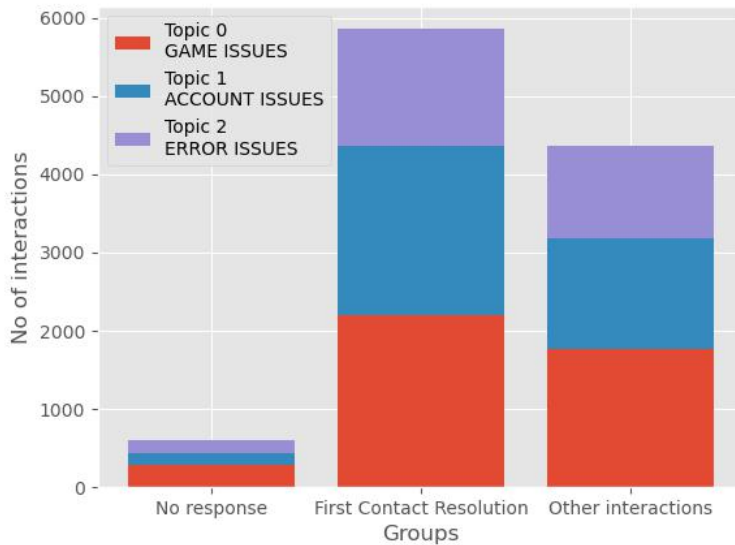
The responses by the company can be divided into three categories as shown in the graph. Topic 0 has maximum number of tweets which were not answered by the company (No response). Topic 0 has maximum number of tweets which were either resolved by first contact or taken offline individually (First Contact Resolution). Whereas Topic 0 has maximum number of tweets which had more than two tweets as part of the interaction.

Analysis of most complex queries

Interaction summaries

(o) AskPlayStation is trying to help people whose PlayStation 4 games do not work. Carlos, Corrin, Danny, Søren and Robin are having issues with the console reading discs. (Number of interactions = 91)

(o) AskPlayStation is looking for help with issues related to online gaming. (Number of interactions = 50)

(o) 140941 wants to redeem 20 gift card and 20 percent off voucher to buy a season pass for R6s. 140941 made a new account based on PSN account. (Number of interactions = 36)