

Import Necessary Files

```
In [2]: import pyarrow.parquet as pq
import pandas as pd
```

Support Logs

```
In [4]: table = pq.read_table("support_logs_2025-07-01.parquet")
print(table.schema)

timestamp: timestamp[ms]
log_level: string
component: string
ticket_id: string
session_id: string
ip: string
response_time: int64
cpu: double
event_type: string
error: bool
user_agent: string
message: string
debug: string
-- schema metadata --
pandas: '{"index_columns": [], "column_indexes": [], "columns":
[{"name":' + 1579
```

```
In [6]: df = pd.read_parquet("support_logs_2025-07-01.parquet")
print(df.dtypes)
print(df.shape)
df.head()
```

```
timestamp          datetime64[ms]
log_level          object
component          object
ticket_id          object
session_id         object
ip                object
response_time      int64
cpu               float64
event_type         object
error              bool
user_agent         object
message            object
debug              object
dtype: object
(89, 13)
```

Out[6]:

	timestamp	log_level	component	ticket_id
0	2025-07-01 00:21:00	INFO	careplus.support.GenericService	TCK0701000
1	2025-07-01 00:41:00	INFO	careplus.support.GenericService	TCK0701000
2	2025-07-01 01:44:00	DEBUG	careplus.support.GenericService	TCK0701001
3	2025-07-01 01:49:00	DEBUG	careplus.support.GenericService	TCK0701001
4	2025-07-01 01:50:00	INFO	careplus.support.GenericService	TCK0701000

Support Tickets

```
In [7]: table = pq.read_table("run-1753951545142-part-block-0-r-00000-  
snappy.parquet")  
print(table.schema)
```

```
ticket_id: string  
created_at: timestamp[ns]  
resolved_at: timestamp[ns]  
agent: string  
priority: string  
num_interactions: int32  
issue_category: string  
channel: string  
status: string
```

```
In [8]: df = pd.read_parquet("run-1753951545142-part-block-0-r-00000-  
snappy.parquet")  
print(df.shape)  
df.head()
```

(27, 9)

Out[8]:

	ticket_id	created_at	resolved_at	agent	priority	num_int
0	TCK0701000	2025-07-01 00:13:00	NaT	Sneha	Medium	7
1	TCK0701001	2025-07-01 01:24:00	2025-07-01 02:47:00	Kavya	Medium	8
2	TCK0701002	2025-07-01 01:49:00	2025-07-01 19:25:00	Rohit	Low	3
3	TCK0701004	2025-07-01 03:03:00	2025-07-02 11:00:00	Ananya	High	5
4	TCK0701005	2025-07-01 03:07:00	2025-07-02 00:35:00	Arjun	High	1