**Customer Service Requests Analysis**

**Objective :** to perform data analysis of service request (311) calls from New York City

This dataset consists of 364588 rows and 53 columns. It is a service request calls (311) from New York City. In analysis after ploting the graph of City-wise complaints. The Brooklyn is the place with most complaints and Howard beach with the least complaints. Major number of complaints consists of Blocked driveway and illegal parking. Lowest number of complaints are Ferry Complaint and Squeegee. 50 % of complaints are closed in 200 to 350 minutes from the time created. Some exceptional cases are closed in 500 to 800 minutes.