



Comcast Telecom Consumer Complaints.

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EDA on Comcast Telecom Consumer Complaints.

Objective:- A project is to make a simple Exploratory Data Analysis to find an insight Comcast is an American global telecommunication company.

Comcast is an American global telecommunication company. The firm has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month (October 2016) the authority fined them a \$2.3 million, after receiving over 1000 consumer complaints.

Analysis Task

- Import data into R environment.
- Provide the trend chart for the number of complaints at monthly and daily granularity levels.
- Provide a table with the frequency of complaint types.

Which complaint types are maximum i.e., around internet, network issues, or across any other domains.

- Create a new categorical variable with value as Open and Closed. Open & Pending is to be categorized as Open and Closed & Solved is to be categorized as Closed.
- Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3.

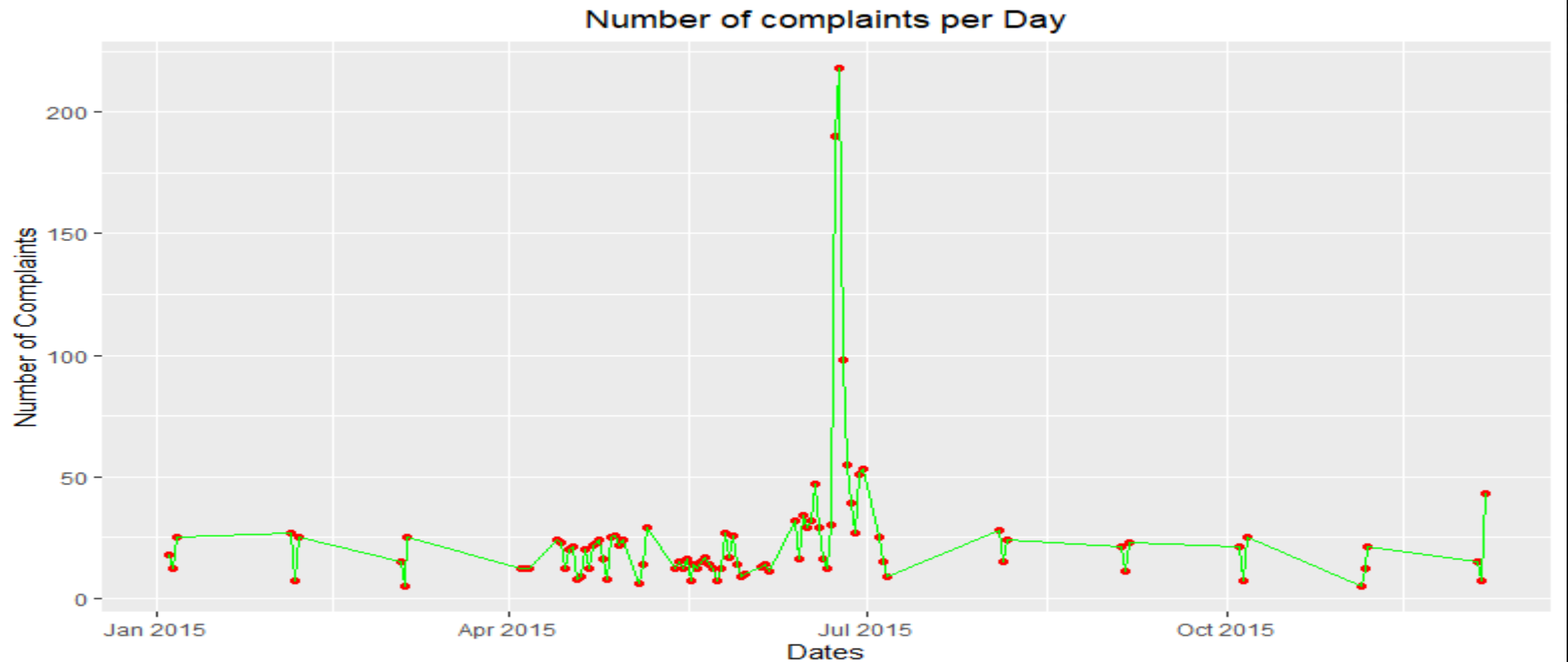
Provide insights on:

Which state has the maximum complaints

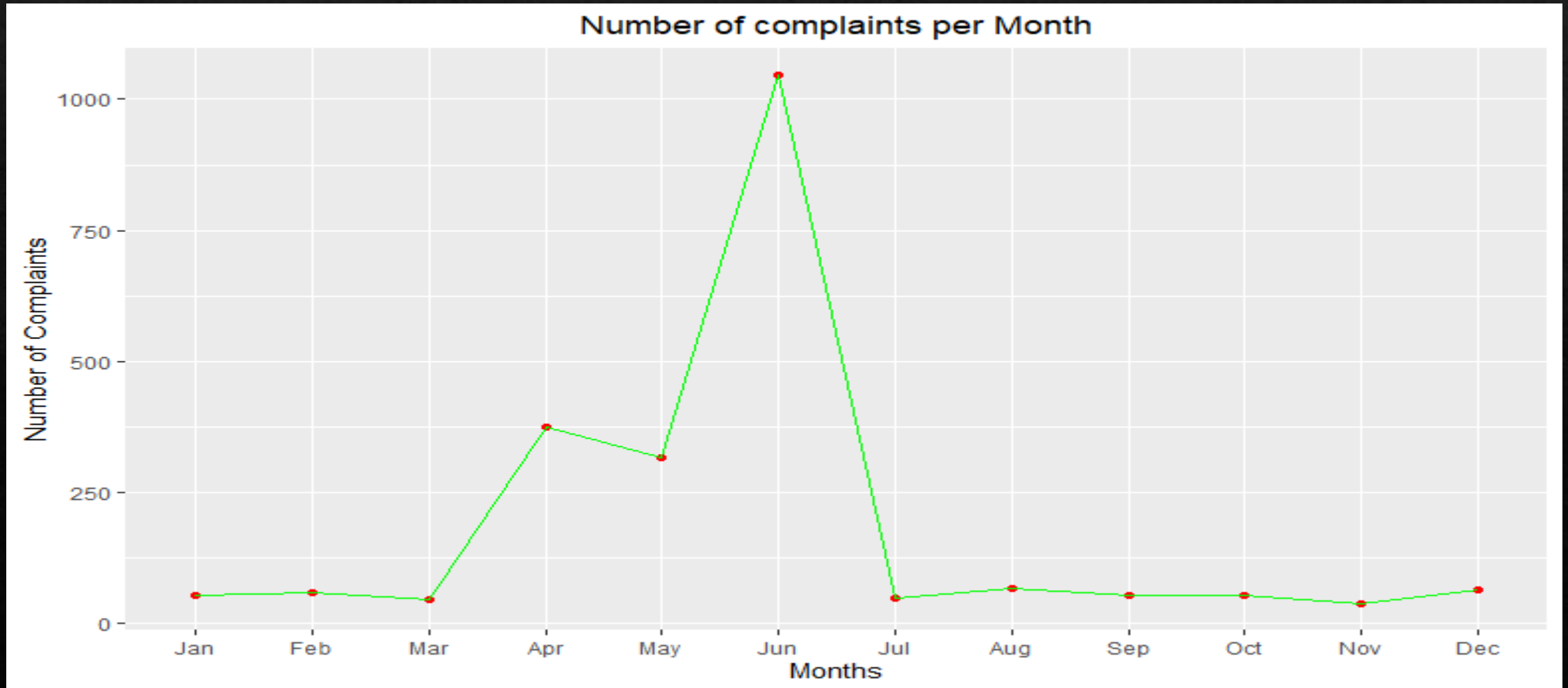
Which state has the highest percentage of unresolved complaints

- Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.

The trend chart for the number of complaints daily granularity levels.

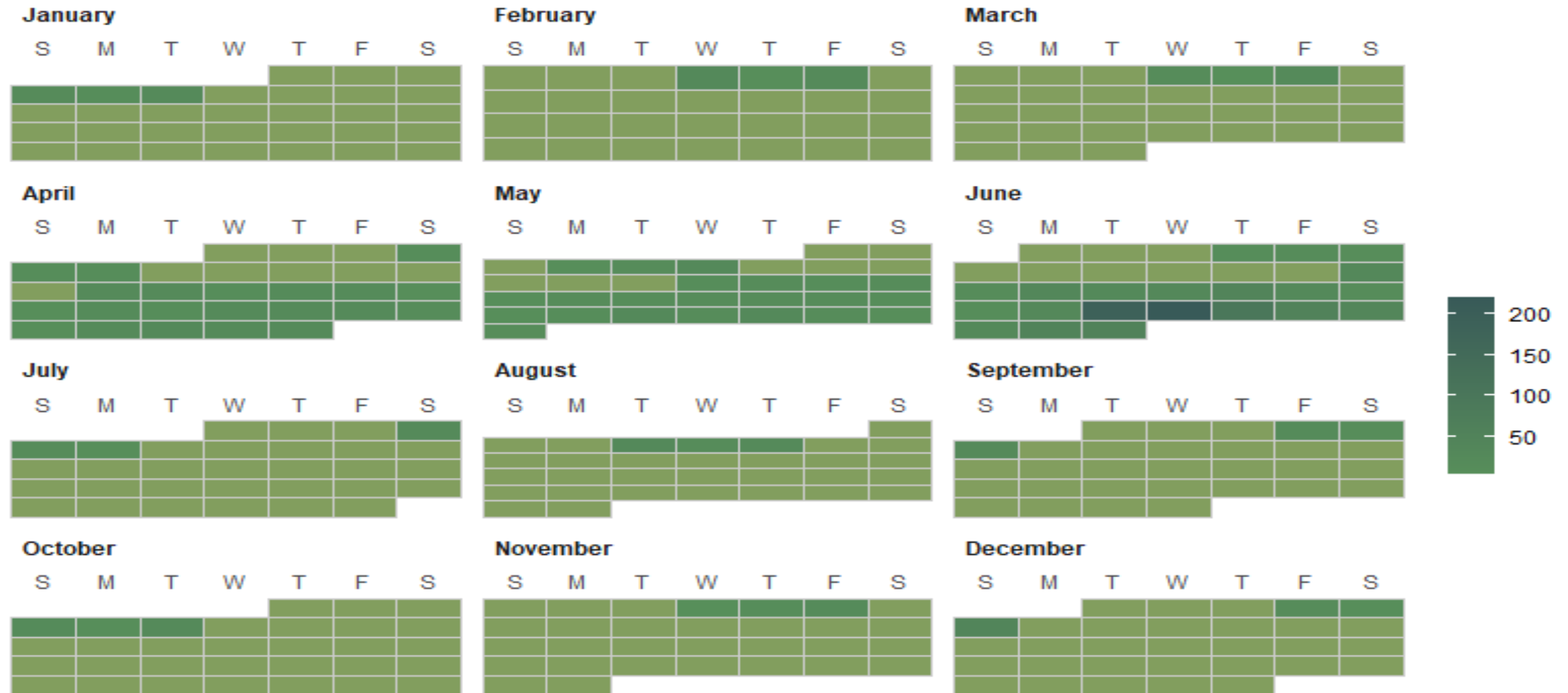


The trend chart for the number of complaints at monthly and monthly granularity levels.



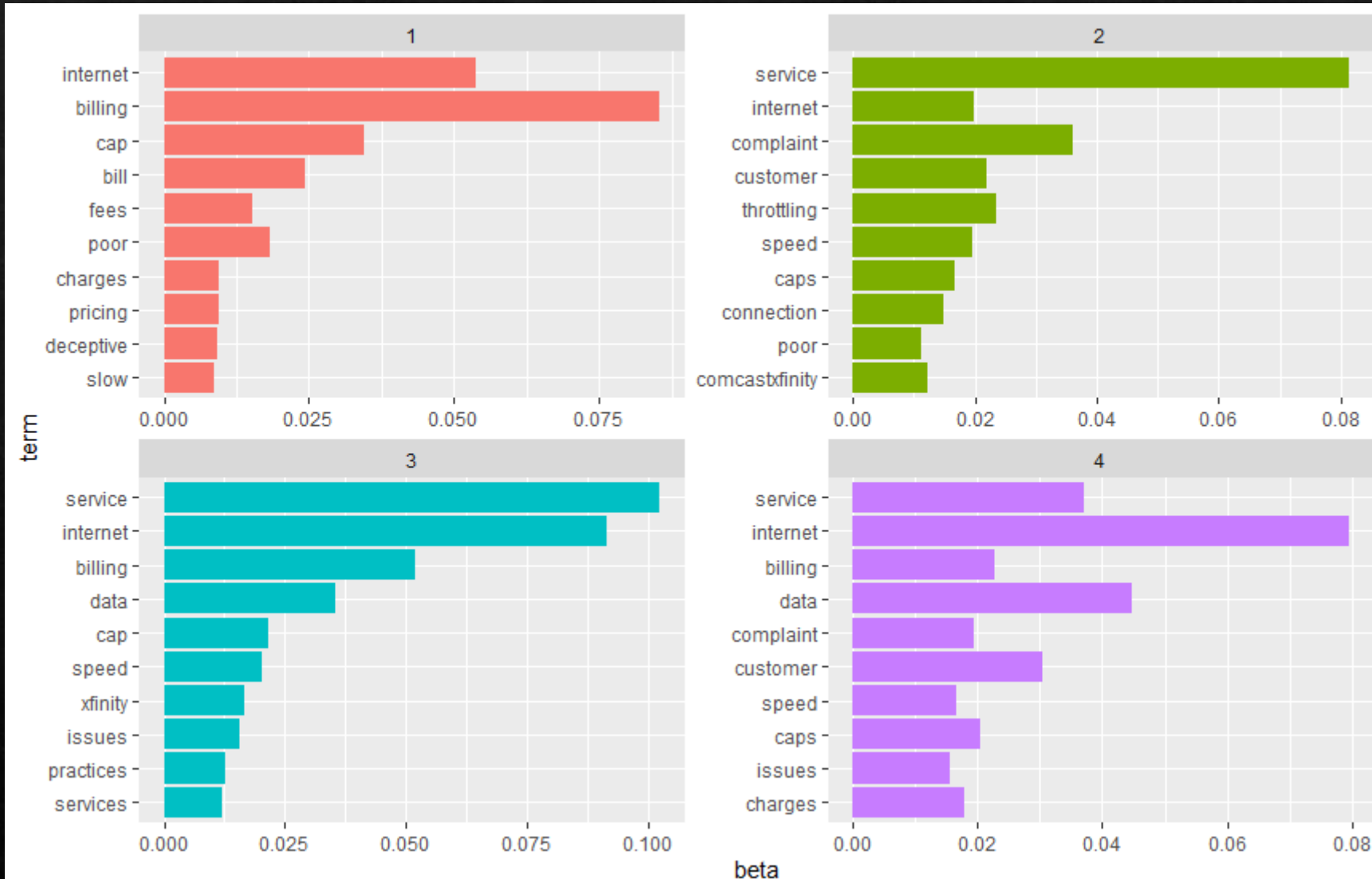
Monthly distribution of the Tickets

Number of complaints per Day/Months



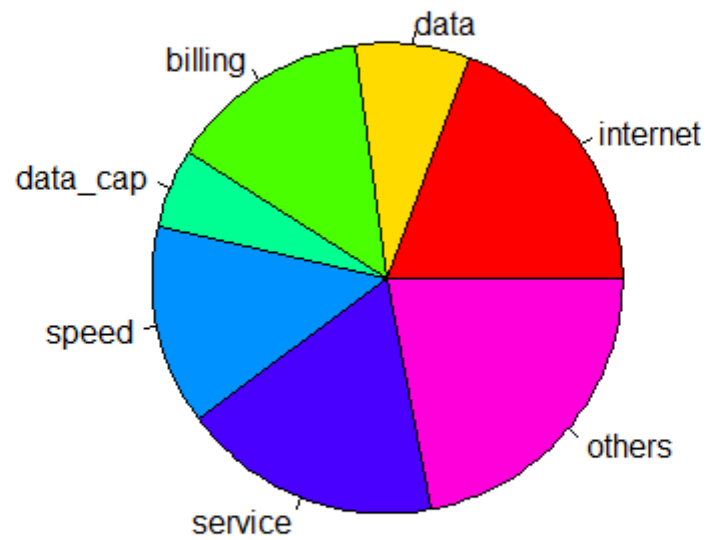
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Using Topic Modeling Identify the most frequent issues

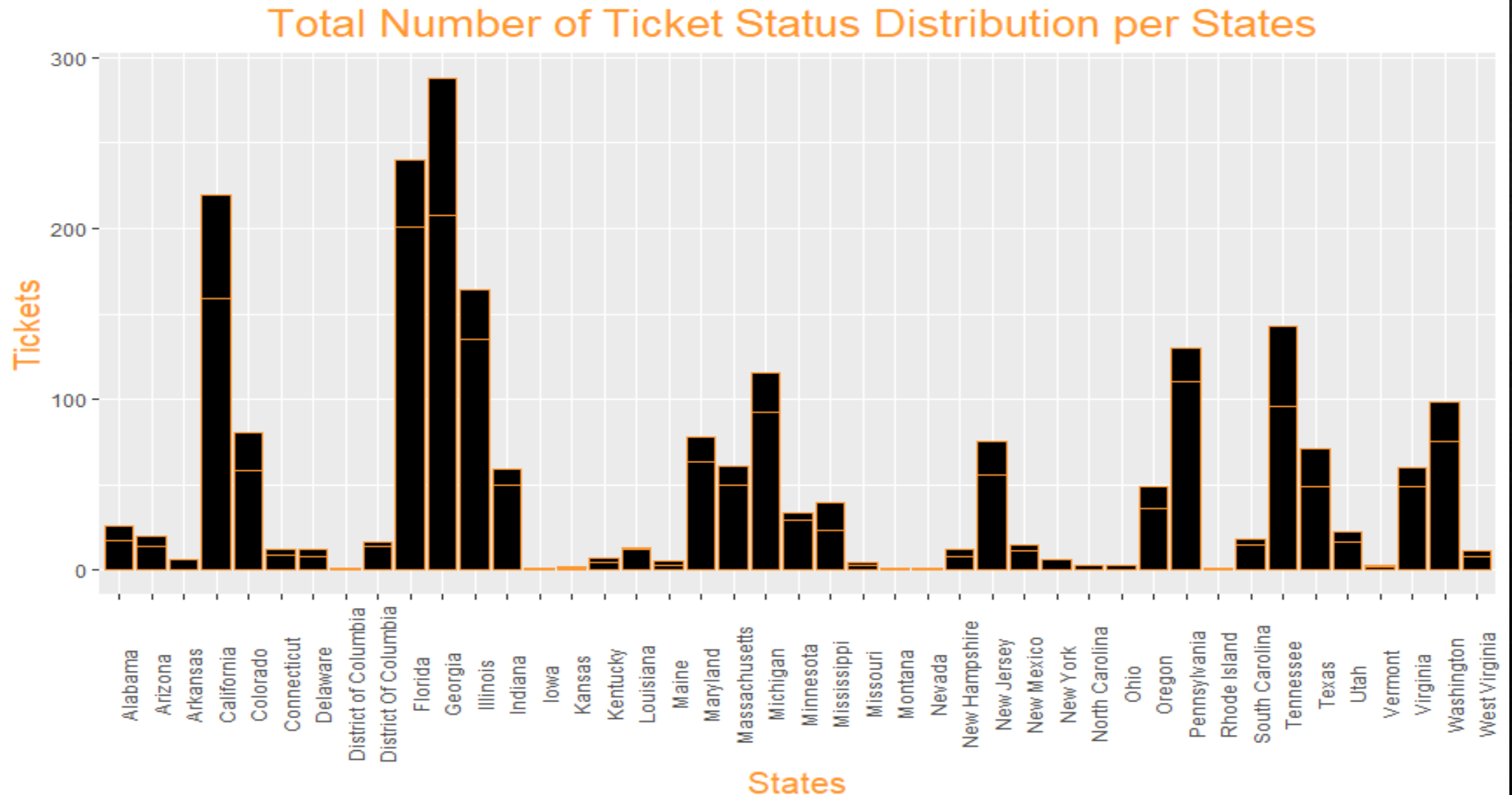


Distribution of Cases

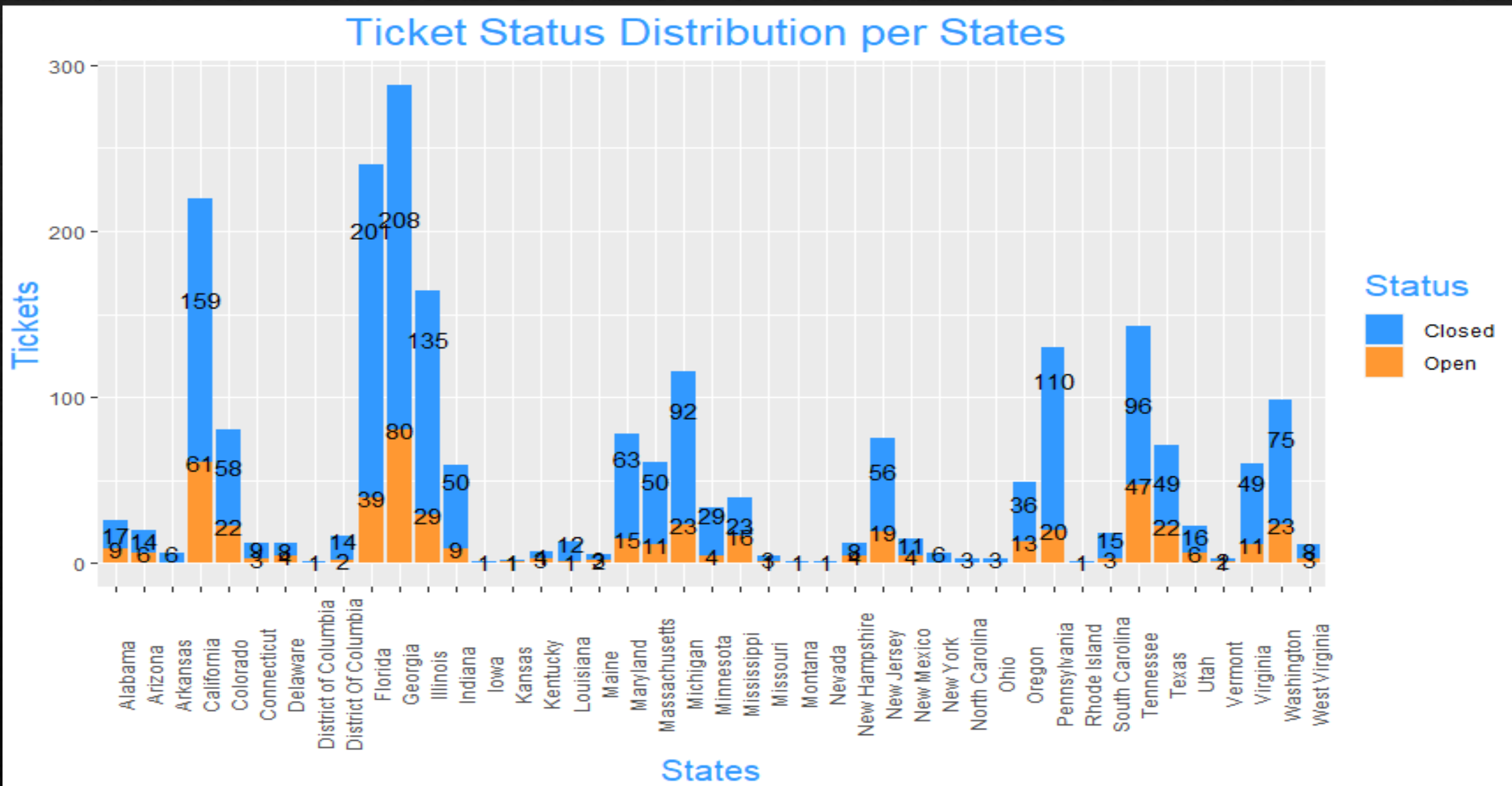
Number of issues Per case



Tickets Distribution Per State



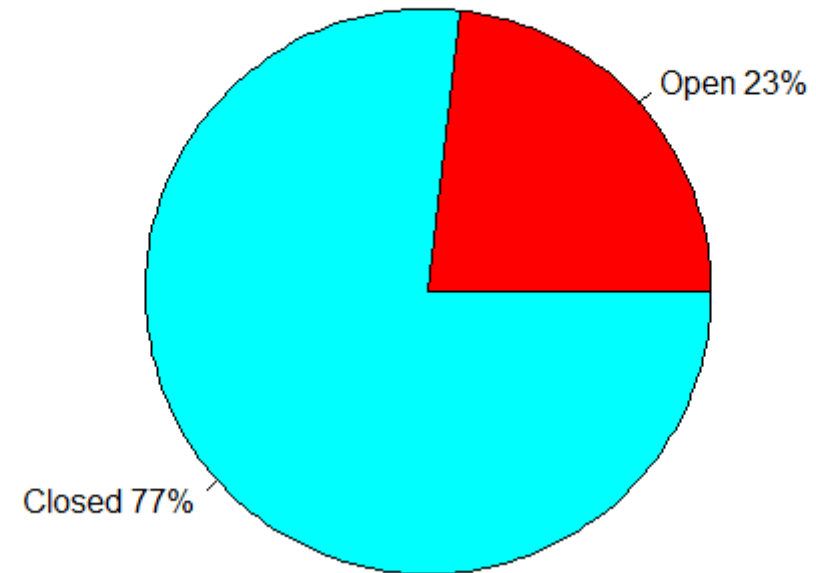
Open and Closed Tickets Distribution per State



Percentage of Open and Closed Tickets

	Closed	Open	Total
Customer Care Call	864	255	1119
Internet	843	262	1105

Percentage of Open and Closed Tickets



Insights

- There was total of 2224 Tickets from which 77% are closed and there are still 23% open tickets.
- The highest ticket was recorded in July 2015, generally there was a high ticket recorded from April to July.
- Most of the issue are related to Internet Speed, Data, Service and Billings.
- Georgia has high number of ticket and Iowa has very Low ticket.