DATA SCIENCE IN R –

PROJECT – COMCAST TELECOM COMPLAINTS

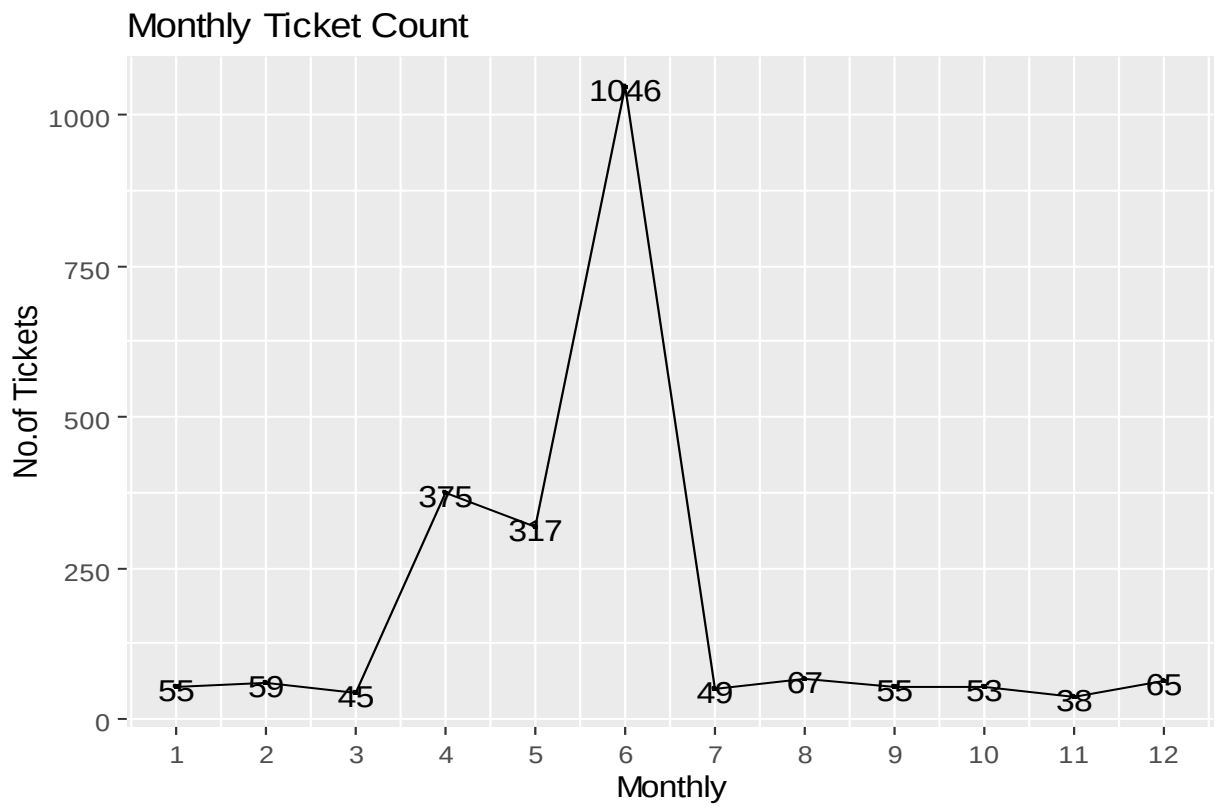
Comcast is an American global telecom company. The company has been providing terrible customer service. They continue to fall short despite repeated promises to improve. Only last month, i.e., October 2016, the authority fined them a $2.3 million, after receiving over 1000 consumer complaints.

ANALYSIS

As observed there were **2224** Complaint Tickets were raised in Comcast Telecommunication Company. From following tasks we can analyse the flow of complaints for monthly as well as daily, frequency of issues related with internet, billing, charges, email, networks & others, then opened & closed tickets status with state wise too, etc.

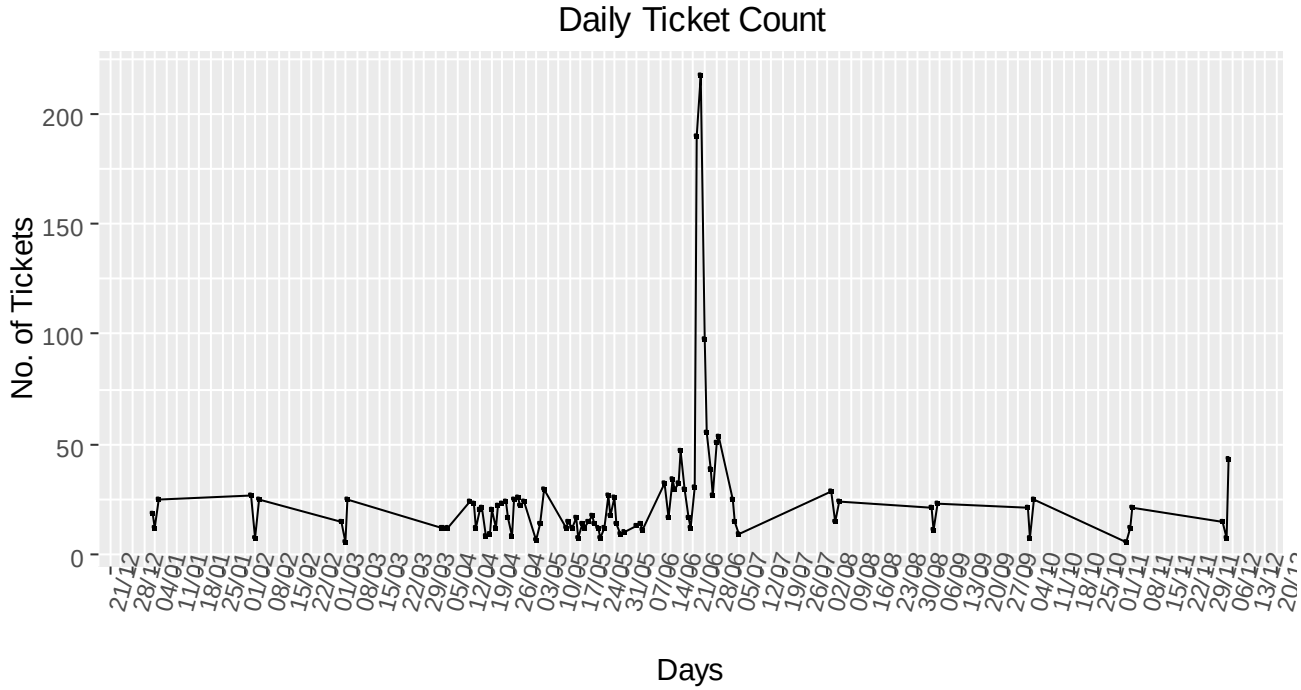
Monthly & Daily Complaints Flow Analysis –

The numbers of complaints at monthly and daily granularity levels & presented in Trend Chart As –



From above chart, we can draw a conclusion that in month of **June, April & May** the complaint tickets raised were highest as **1046, 375** & **317** respectively.

As we see in chart Q2 has high volume of tickets as compared to Q1, Q3, & Q4. Here, after Q1 the tickets are raising very rapidly then after Q2 tickets suddenly felled then unexpected. Later in Q3 & Q4 tickets are at marginable similar to Q1.



Here, we can see from April to June complaint flows density is highest. But prior to April, say from January to March, complaints flow density is low & moderate. Similarly from July to December, complaints flow were low & moderate.

As we dig more in daily counts in June month **23rd (190 complaints), 24th (218 complaints) & 25th (98 complaints)** in these three days highest complaint tickets raised by the consumers as compared to other days.

Frequency of Complaint Types –

Billing	Charges	Email	Internet	Network	Others
379	124	15	472	1	1233

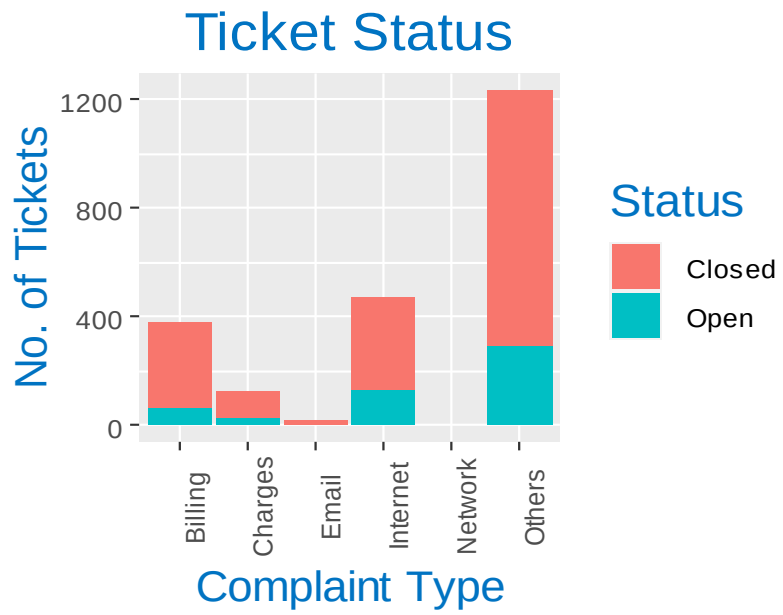
As we see from above table, **Internet** Complaints are **highest** with **472 tickets**, followed by **Billing** with **379 tickets** and **Charges** with **124 tickets**. Here we also says that there is very less or say negligible complaints for **Network** with **1** and **Email** with **15**. But as we see, there is another complaint category, i.e., "**Others**" with **1233 tickets.**

Open or Closed Tickets Analysis

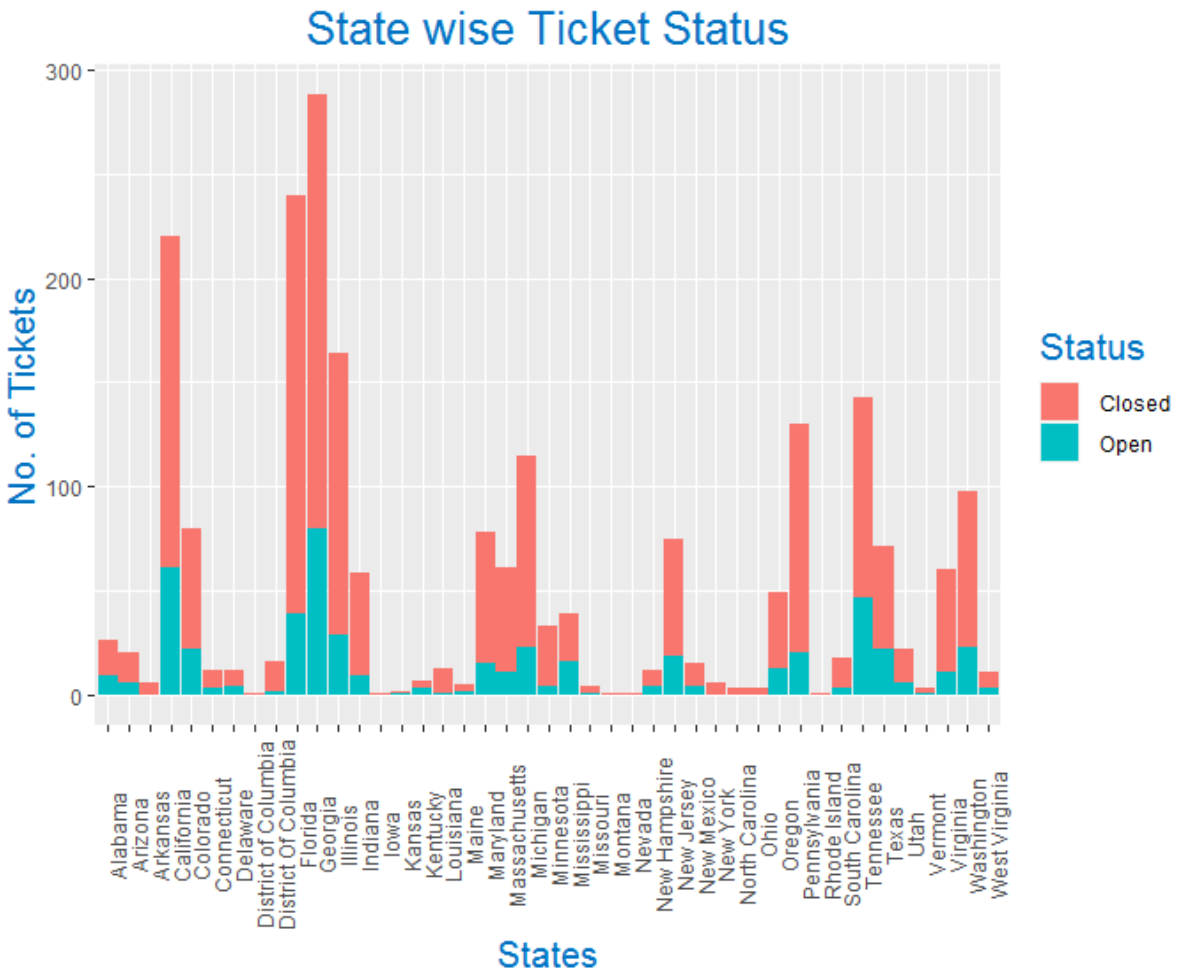
"Open" & "Pending" – Total **517 tickets** are **"Open | Pending"** in complaint status.

"Closed" & "Solved" – Total **1707 tickets** are **"Closed | Solved"** in complaint status.

Complaint Type wise Bar Chart –
We can observed from following chart, ticket status for Network is lowest / Null. Tickets for Internet is highest as compared to other complaint cetegory. Also we observed here is that status for Others are as higher but without specific head.



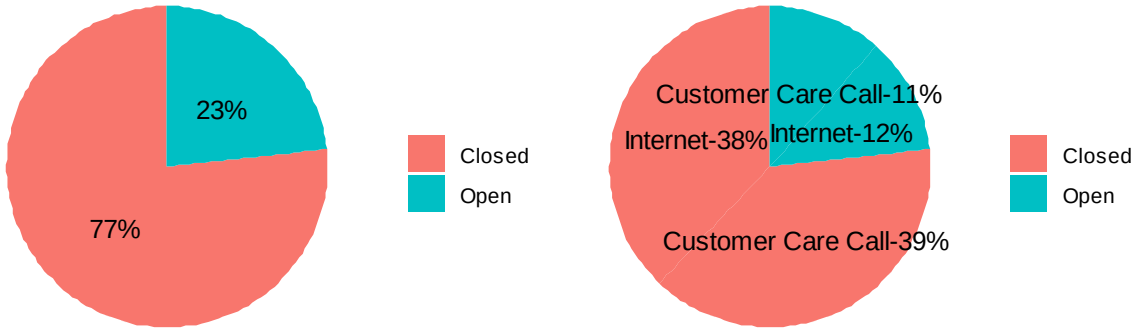
State wise Open and Closed Tickets –



As we can see from above chart, highest tickets are generated from Georgia following by Florida.

If we further analysis data more, we observed here is, Georgia State has highest open complaint tickets, i.e., **80 tickets** as well as also has highest closed complaint tickets, i.e., **208** which is around **12% of total closed complaints.**

Total Resolved vs Solved Tickets Received via Internet And Customer Care Call



As observed from above pie chart, **77%** of tickets were **Resolved** out of which around **39%** tickets received via **Customer Care Calls** and remaining **38%** via **Internet** were solved. Remaining **23%** were unresolved and opened out of which 11% via Customer care calls and 12% via Internet.

Insights:
As per the above analysis we observe that in the 2nd half of the June month Comcast received high volume of complaints in which most of the complaints are related to internet service issue.

The highest amount of complaints are received from the state Georgia. The highest unresolved complaints are related from the state Georgia.

Total amount of resolved complaints are 77% in which 38% are received via internet and 39% via the customer care calls. But still 23% complaints are open and unresolved.