Project on Python

Comcast Telecom Consumer Complaints

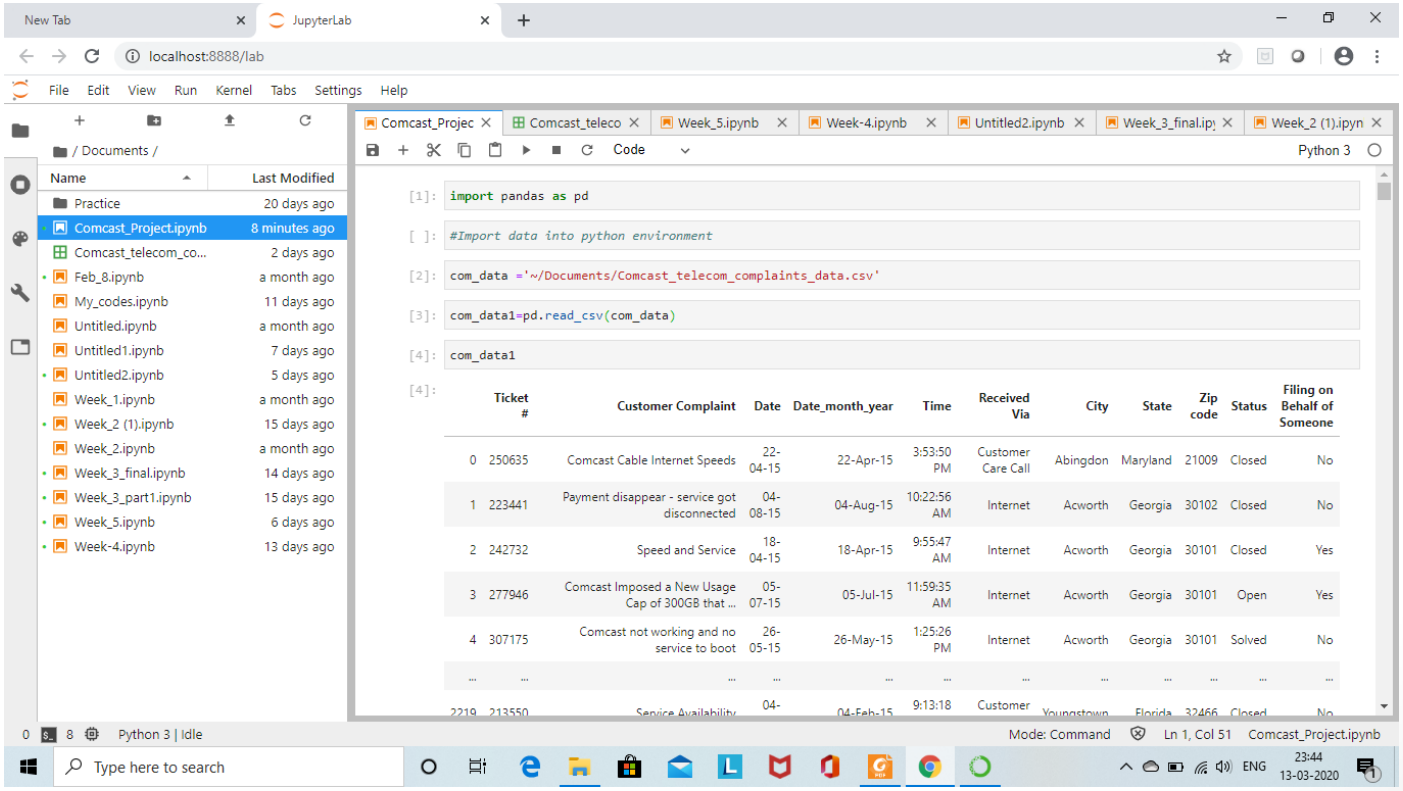
DESCRIPTION

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.
The existing database will serve as a repository of public customer complaints filed against Comcast.
It will help to pin down what is wrong with Comcast's customer service.

In this project we will analyse the dataset provided by the client to derive meaningful output as per the client’s demand.

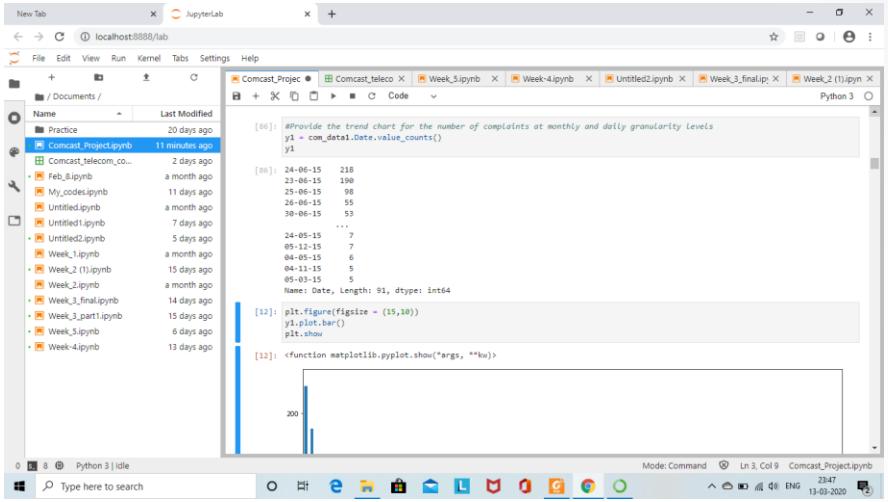
Analysis Task 1

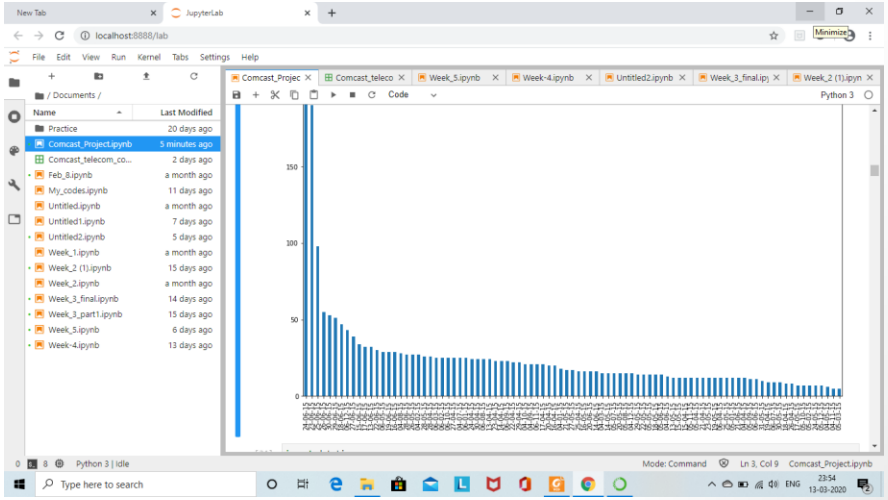
- Import data into Python environment.



Analysis Task 2

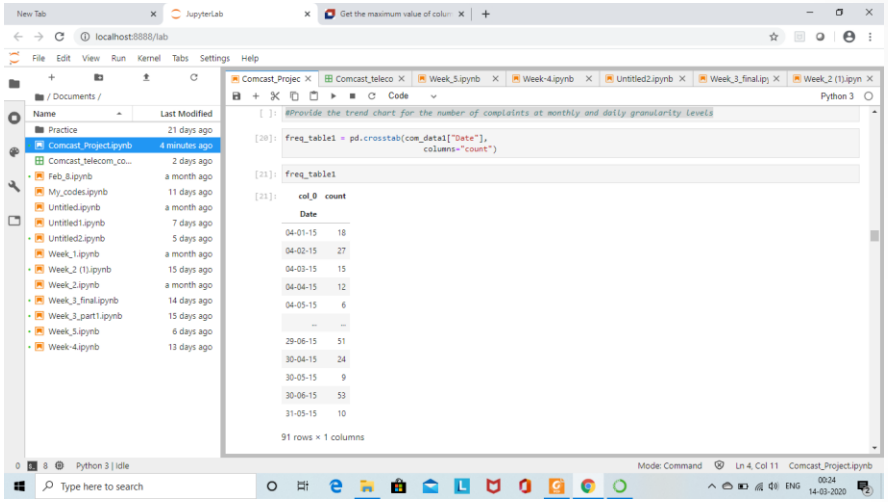
- Provide the trend chart for the number of complaints at daily granularity levels

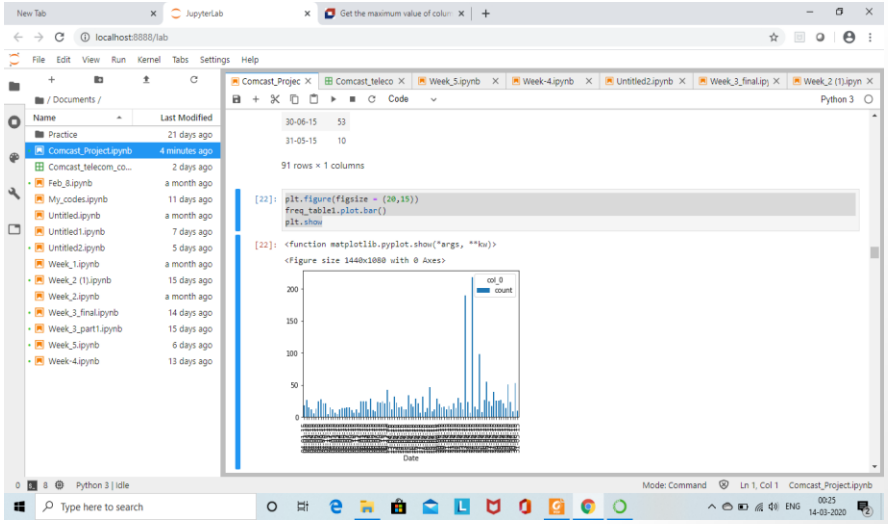




Analysis Task 2

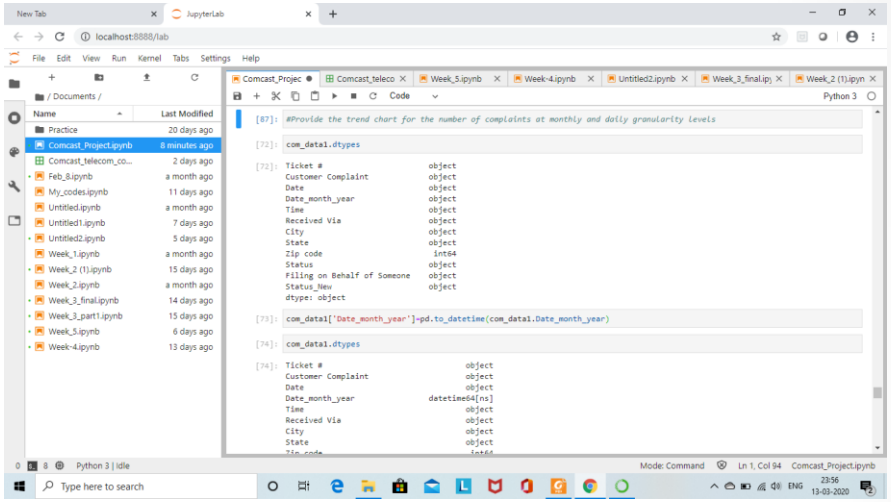
- Provide the trend chart for the number of complaints at monthly and daily granularity levels

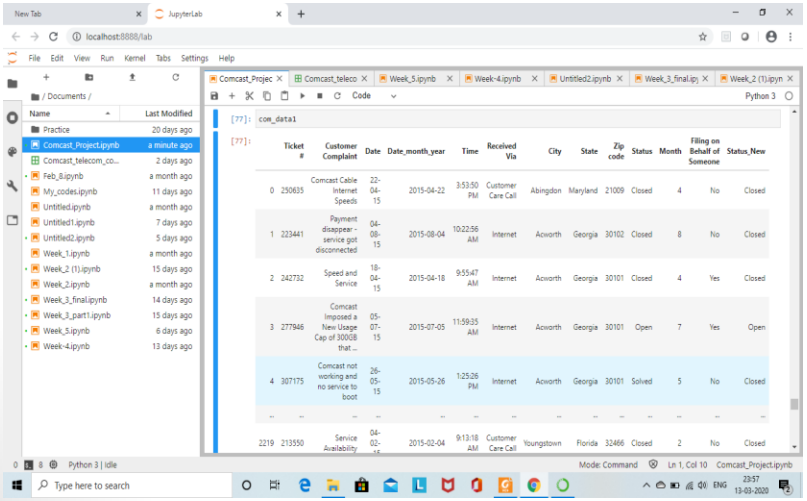


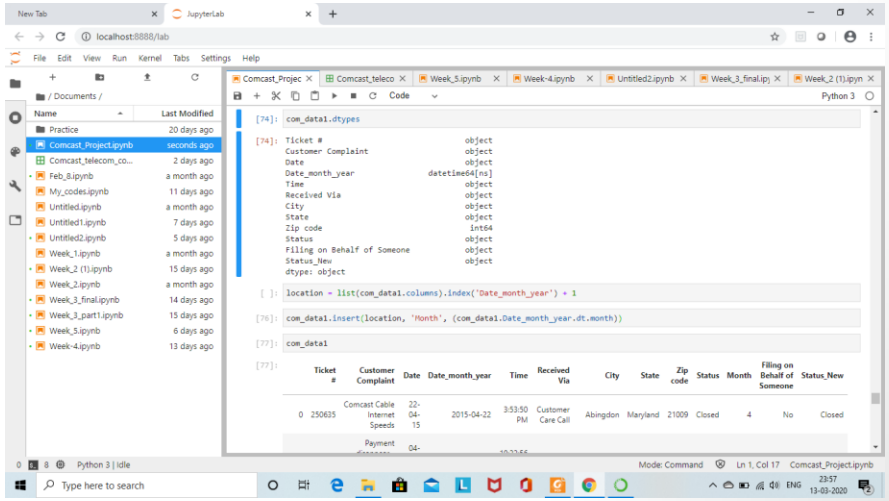


Analysis Task 2

- Provide the trend chart for the number of complaints at monthly granularity levels







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Code | Python 3

```
[78]: freq_table3 = pd.crosstab(com_data1["Month"],
                               columns="count")
```

```
[79]: freq_table3
```

[79]:

Month	col_0 count
1	55
2	59
3	45
4	375
5	317
6	1046
7	49
8	67
9	55
10	53
11	38
12	65

```
[80]: plt.figure(figsize = (20,15))
      freq_table3.plot.bar()
```

0 8 Python 3 | Idle — Mode: Command — Ln 1, Col 12 — Comcast_Project.ipynb

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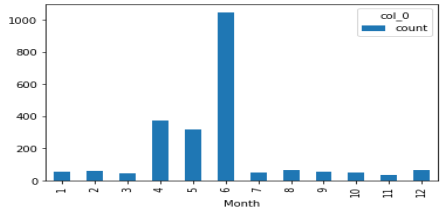
Code | Python 3

10	53
11	38
12	65

```
[80]: plt.figure(figsize = (20,15))
      freq_table3.plot.bar()
      plt.show
```

```
[80]: <function matplotlib.pyplot.show(*args, **kw)>
      <Figure size 1440x1080 with 0 Axes>
```

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[ ]:
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0 8 Python 3 | Idle — Mode: Command — Ln 1, Col 1 — Comcast_Project.ipynb

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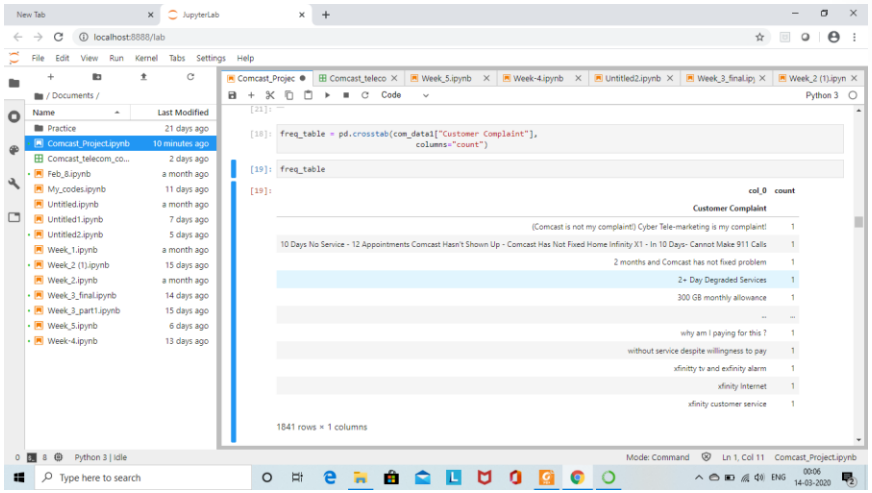
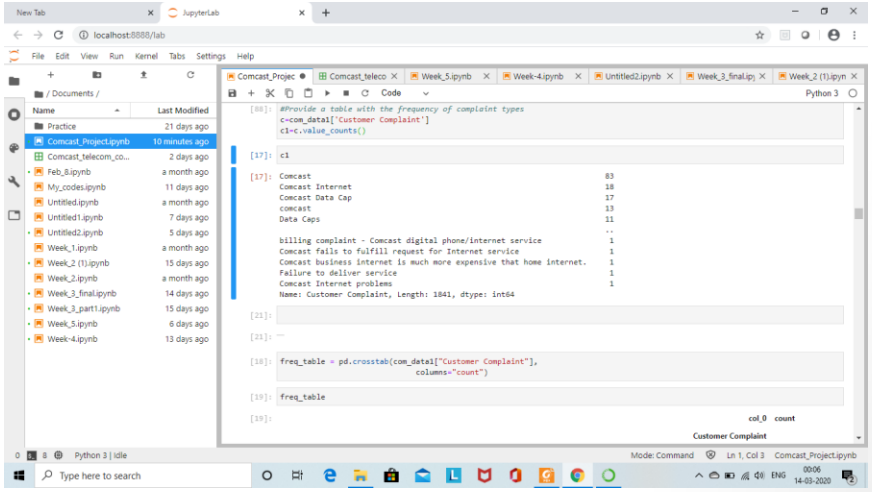
Analysis Task 3

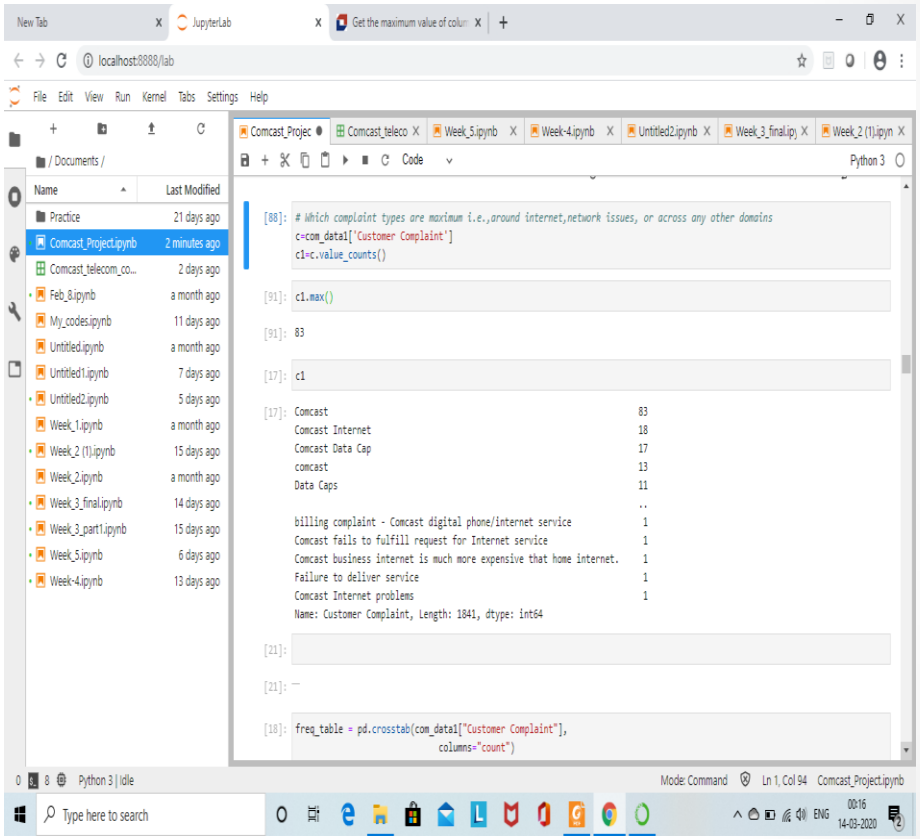
- Provide a table with the frequency of complaint types





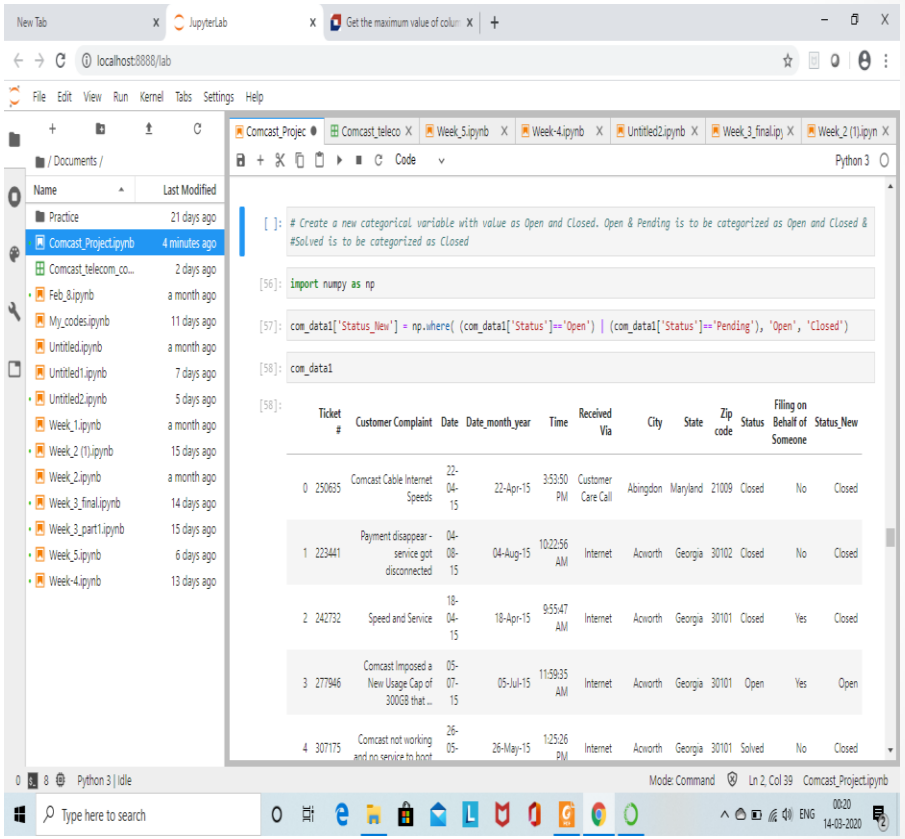
Analysis Task 4

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



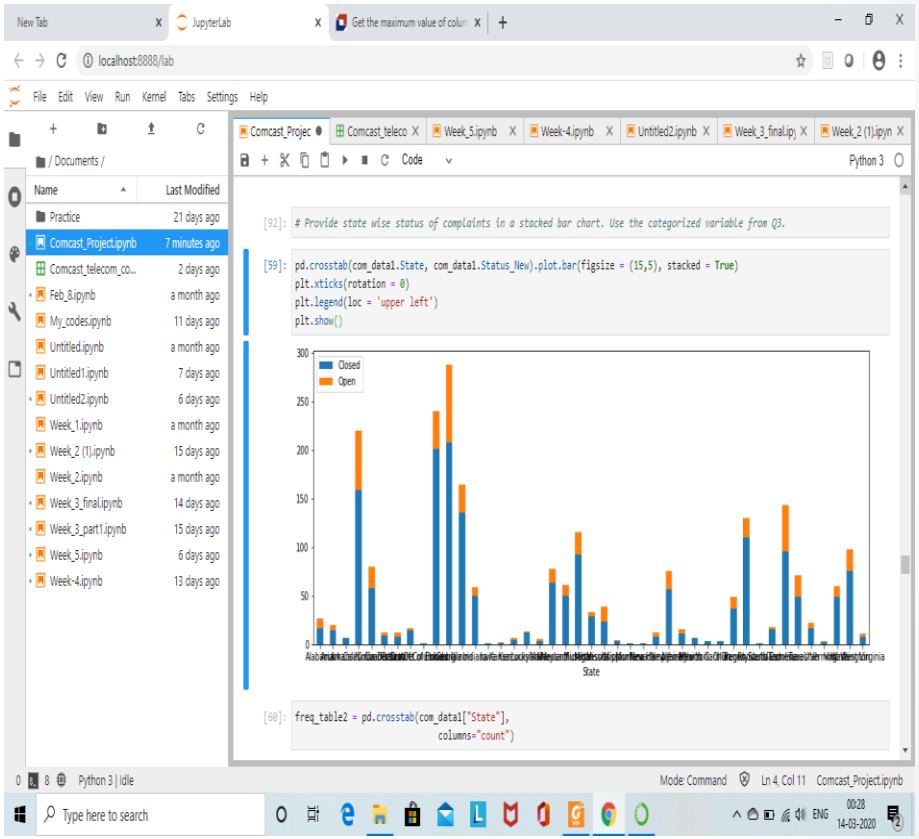
Analysis Task 5

- 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



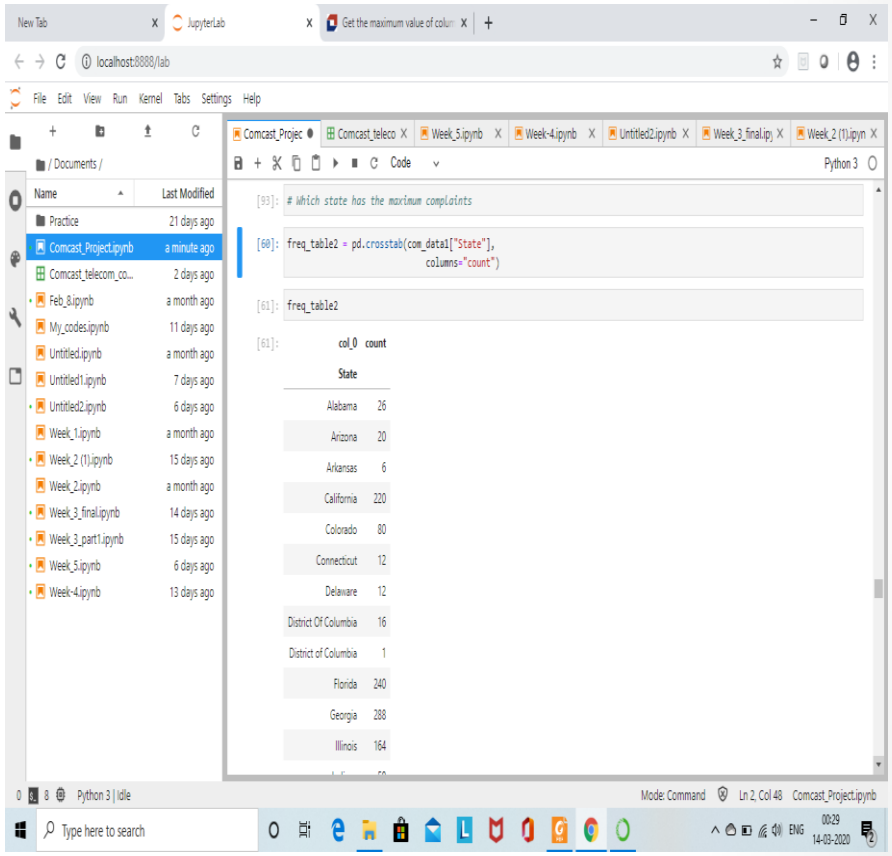
Analysis Task 6

- Provide state wise status of complaints in a stacked bar chart. Use the categorized variable from Q3.



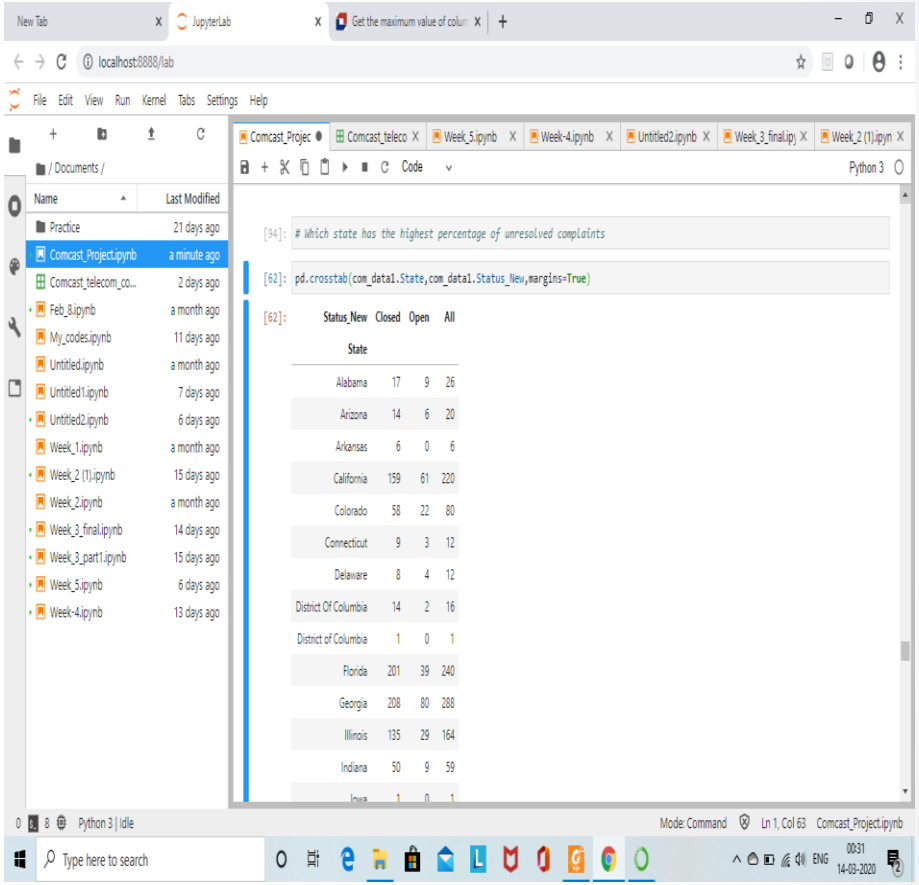
Analysis Task 7

- Which state has the maximum complaints
- As per the frequency table, Georgia has maximum number of complaints that is 288.



Analysis Task 8

- Which state has the highest percentage of unresolved complaints
- As per frequency table, Georgia has highest percentage of unresolved complaints:
- Total complaints=2224
- Unresolved complaints(Georgia)=80
- Percentage = (80/2224)*100=3.59%



Analysis Task 9

- Provide the percentage of complaints resolved till date, which were received through the Internet and customer care calls.
- On the basis of above data, the percentage of complaints resolved till date is:
- Total Closed Complaints= 1707
- Total Complaints= 2224
- Percentage = 1707/2224 = 76.75%