**Comcast Telecom Consumer Complaints**

**Analysis Task**

- Import data into Python environment.

Text

Description automatically generated

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

Chart

Description automatically generated

Above chart shows that June-July 2015 has got highest number of complaints.

Graphical user interface

Description automatically generated

The above heatmap shows “June 24” in white color. This means June 24 has got the highest number of complaints of more than 200.

- Provide a table with the frequency of complaint types.

Chart, histogram

Description automatically generated

* Which complaint types are maximum i.e., around internet, network issues, or across any other domains.
  + Answer: Internet and data cap complaints are maximum.

- 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.

Graphical user interface, text, application, email

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Chart, waterfall chart

Description automatically generatedChart

Description automatically generated

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

Chart

Description automatically generated

A picture containing graphical user interface

Description automatically generated



Provide insights on:

* Which state has the maximum complaints Answer: Georgia, Florida
* Which state has the highest percentage of unresolved complaints Answer: Georgia, California, Tennessee

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

**Chart, scatter chart

Description automatically generated**

Chart, pie chart

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Conclusion:

1. Complaints are more during the month of June and July. June 24 has reported a maximum no.of complaints.
2. Complaint types are mostly internet issues and data caps.
3. Georgia has the highest no.of complaints. Next is Florida. Even though complaints are high, the resolution rate is also high for Georgia and Florida, which is a good thing.
4. California and Tennessee have highest number of unresolved complaints.
5. State wise – Atlanta has highest no.of complaints.
6. Overall, 76.8 % complaints are resolved and 23.2 % complaints are open.