WIOM- Case Study for Installation of Routers

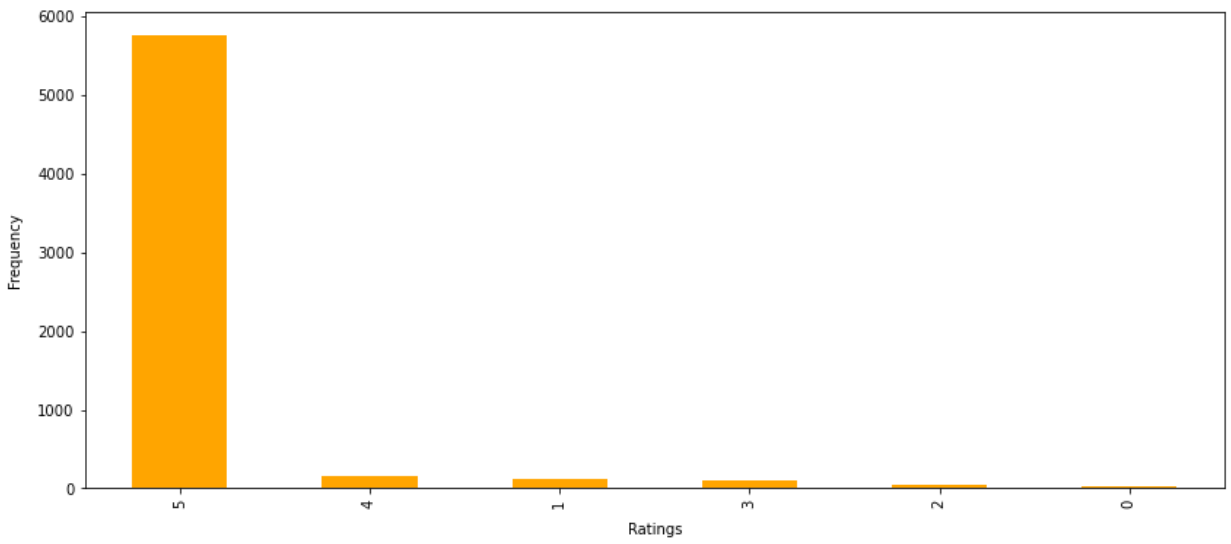
d1~ given data set, sorted by "*rating*"

Aim: focusing on the Remarks and Rating columns to devise solutions & reasons

Findings:

- Total Records~ 6216
- **NULL remarks** shows that we're not having the exact feedback
- Records where the ***Remarks*** are **NULL**= 6055
- A brief breakdown for NULL/NOT NULL ***"REMARK"*** values for various ratings

Rating	NULL	NOT NULL	Total Frequency
5	5747	15	5762
4	162	3	165
3	43	49	92
2	36	17	53
1	47	77	124
0	20	0	20

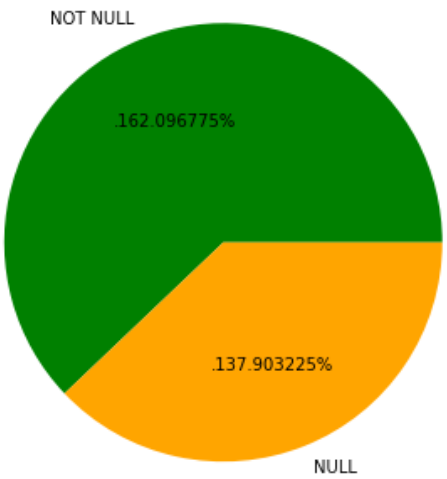


Ratings and their frequency

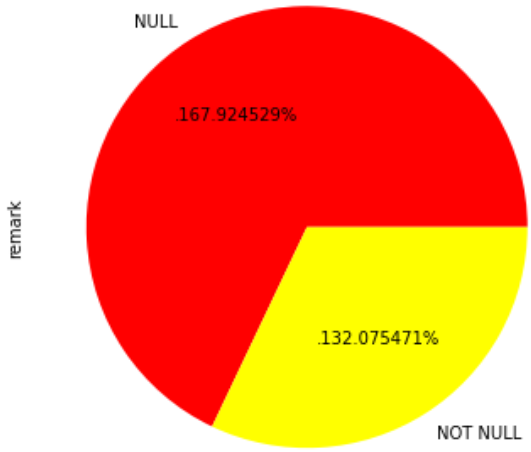
- From the above we can say that **rating 5** is for most (good numbers) of the records which shows the service is satisfactory but for ratings less than 5 there are instances where there remarks are ***EMPTY***

- Also, it depicts that where the remarks are NOT NULL, we have enough data to analyze those feedbacks & improve services

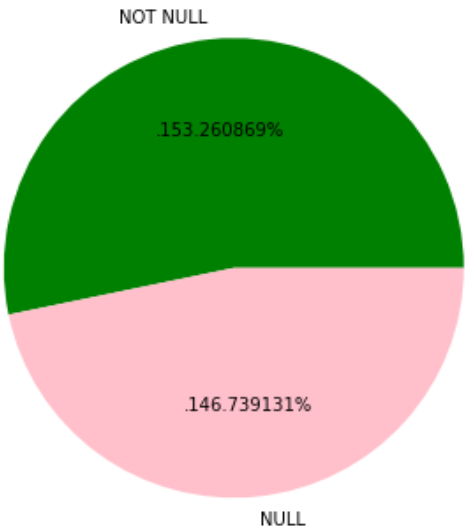
- For ratings less than 5 or maybe 4, we need to have some sort of feedback in terms of remarks so that we can work to devise ways in order to rethink on the services that are being provided



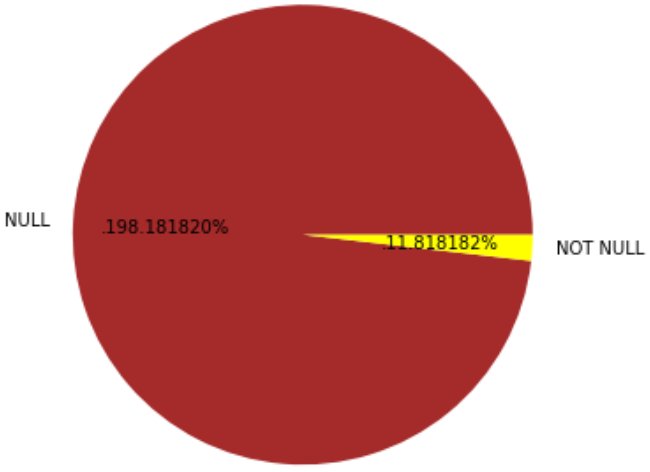
For *Rating 1*



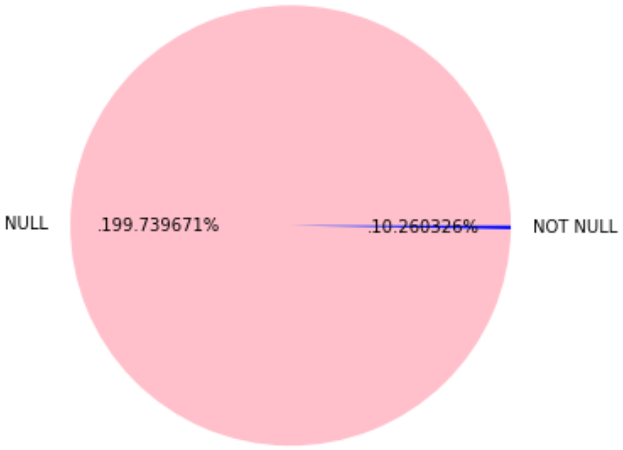
For *Rating 2*



For *Rating 3*

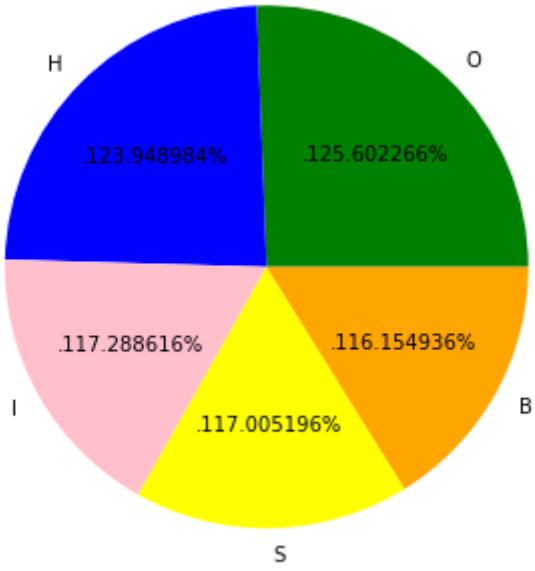


For *Rating 4*



For *Rating 5*

- On analyzing top 5 ISPs, **O is the one with large number** of subscribers (graph below)



ISPs and their percentages

Reasons/Solutions:

1. Places where "***Remark"*** column is empty, the reason could be:
   a) users might not be able to find the reason pertaining to their issue
   b) not eager to give feedback in general

2. Making our feedback/***Remark*** system more interactive & focus on populating very specific remarks

3. Maybe the terms in which ***Remark*** is depicted are too technical for the end user

4. Analyzing the ***Remarks*** with high frequencies in comparison to others, having less

```
erpp_reason_slw_spd                                                    75
erpp_reason_lng_inst_tm                                                25
erpp_reason_bad_srvc                                                   23
erpp_reason_othr                                                       20
erpp_reason_slw_spd,erpp_reason_bad_srvc                                7
erpp_reason_slw_spd,erpp_reason_bad_srvc,erpp_reason_lng_inst_tm         4
erpp_reason_slw_spd,erpp_reason_bad_srvc,erpp_reason_lng_inst_tm,erpp_reason_othr    3
erpp_reason_slw_spd,erpp_reason_lng_inst_tm                             2
erpp_reason_slw_spd,erpp_reason_bad_srvc,erpp_reason_othr               1
erpp_reason_slw_spd,erpp_reason_othr                                    1
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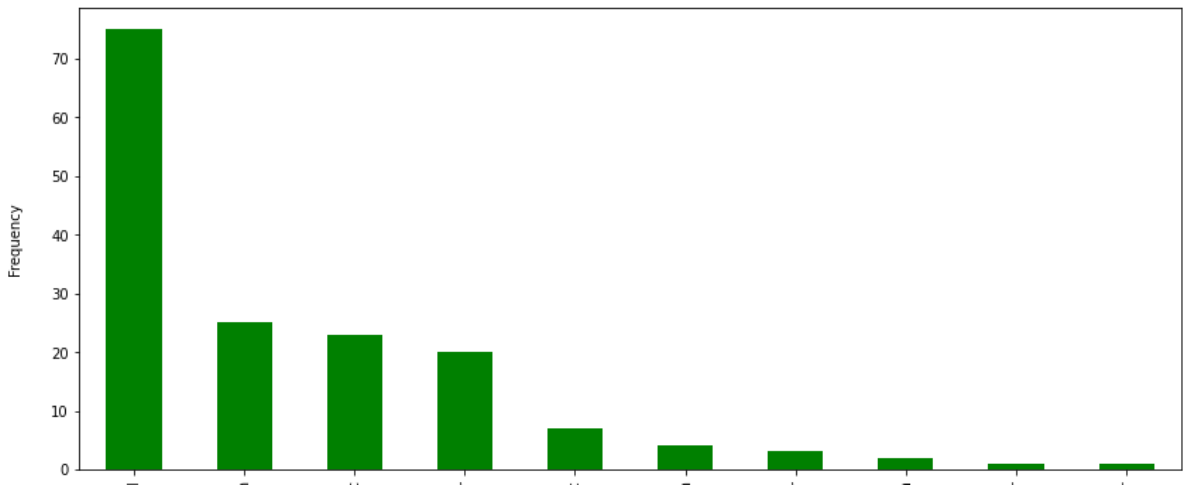

- In the above bar graph we are plotting different ***Remarks*** along with thei r frequency
- We can say that the remark, ***erpp_reason_slw_spd*** is reported more numbe r of times.