Slack Queries Analysis

The data represents Slack Queries of an Ed Tech Company and their resolution status.

Features:

Ticket Id – Unique ticket id for each query raised.

Student or WP- Categories of person asking query (Student, Working Professional).

Program Name- Program Name ('Full stack Program', 'Backend Program', 'Fellowship Program').

Status (Ticket)- Status of Ticket.

Created Time (Ticket)- Time when ticket was created.

Ticket Closed Time- Time when query was resolved.

First Response Time- Time when first responded.

Project Phase- Project phase ('trial phase', 'fullstack-phase-1', 'fullstack-phase-2', 'system-issues', 'backend-phase2', 'fullstack-phase-4', 'fullstack-phase-3', 'fellowship-phase-1', 'backend-phase-3', 'backend-phase1')

Problem Statements:

1. **Check the Datatypes and convert relevant columns to Date and Time format.**
2. **Fill Missing Values with Appropriate Method.**
3. **Check how many Students and Work Professionals are raising queries, who's queries are more.**
4. **What is the Average time taken to respond to a query?**
5. **List down top 10 queries that took longest time to resolve.**
6. **Which Phase of Project is having highest Queries?**
7. **Which project phase queries are taking a long time to resolve?**
8. **On which day highest queries were resolved?**
9. **Which phase queries are easier to resolve?**
10. **Provide Conclusion for your analysis.**

Note – Creating Charts for each problem Statement is a Plus Point.