Project Title	Predictive Analysis of Customer Support
Technologies	ML and NLP
Domain	Automation

Problem Statement:

You are given the Tractor service data.In that, analyzing the problem and finding the solution and to solve the problem takes a long time for the service department of the tractor company . Create a predictive model to estimate the number of days to service the customer and predict the solution from the step1 and step2 observations.

Approach:

1) Find your own approach to solve the problem

Results:

Create a predictive model to estimate the number of days to service the customer and predict the solution from the step1 and step2 observations.

Dataset:

Dataset Link: Data Link

About Dataset

Provided data set consists of different tractor service data in that has the project type, Severity of problem,Warrantable/Non Warrantable, Type of ORC,Failure Date, step-1 to step-7, ORC Current Status, Date of ORC Creation, Date of ORC Creation, Date to reach at Step 3, Date to reach at Step 4,Date to reach at Step 5, Date to reach at Step 6, Date to reach at Step 7, Time to Solution Release (days), Time to Close the ORC (days), Remarks.

Note:

After completion of all the task you need to create a PowerPoint presentation

That should contain:

Problem Statement || Tools Used || Approaches || EDA Insights || Best ML Model || Evaluation Metrics of Model || Future Development.