# E-COMMERCE SALES ANALYSIS

Using PySpark & AWS

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#### **Overview**

As the world becomes more technologically advanced, companies are taking the route of e-commerce retail businesses rather than leasing out real estate to build their merchandising empires. E-commerce has developed vastly over the years, from CompuServe introducing the world to its first e-commerce business in 1969 by utilizing dial-up connectivity to Paypal pioneering the first e-commerce payment transaction system in 1998, following the boom of online shopping platforms and changing the buying habits of consumers all over the world. With shopping readily available to consumers at the tip of their fingers and the increase of online competitions, businesses now face a new challenge of understanding the buying behaviors of their customers, seasonal peaks, popularity amongst categories, and setting the right pricing trend for their products.

Our objective is to analyze the habitual buying behavior of consumers during the months of October, November, December, and January on an undisclosed online shopping platform. The analysis will be done on purchase time, category popularity, brand trends, and pricing on event types. Listed below is our project module.

**Project Module** 

<u>Phase</u>	<u>Description</u>	<u>Explanation</u>	<u>Timeline</u>
Phase 1	Dataset Assignment	Assigning each member with a dataset to analyze.	Week 1
Phase 2	Data Exploration	Members will explore their assigned dataset to generate ideas on what to analyze.	Week 2
Phase 3	Data Pre-processing	Cleaning the dataset to fit the models,	Week 3
Phase 4	Exploratory Data Analysis	Generating visualization to understand the story of the business.	Week 4-5
Phase 5	Data Combination	Appending all datasets together.	Week 6
Phase 6	Combined Data Analysis (Ensemble)	Analyzing the appended dataset with the models from subset data to view the trends of each month.	Week 7
Phase 7	Finalize Analysis	Finalize ensemble analysis.	Week 8
Phase 8	Present Findings	Final Presentation	Week 9

#### **Collaboration Details**

There were four separate datasets showing the purchasing behavior for the months of October, November, December, and January. Each member of the team was assigned one month's data to explore and analyze independently. Geoff Nel took on the January dataset to analyze the spending habits of customers on a time trend by parsing the date variables into day of the week and time of the day. Rijul Banerjee was assigned the November dataset to explore the

changes of customer behavior as the holiday season approaches, while evaluating the price distinction on views and purchases. Alice (Min Young) Yang was appointed the October dataset to analyze the routine of customer viewing, carting, and purchasing behavior within a non-holiday month while investigating the popularity of items within each category. With each assignment, the members explored different methods to analyze their dataset by applying various codes with different packages to later implement to an ensemble analysis of all the datasets combined.

# Data Description

The e-commerce data was found on Kaggle.com, originally consisting of two months of information on a multi-category online store with 14 gigabytes of data. Additional data on proceeding months were provided separately due to the limitation on file storage on the platform. Each observation constituted an event associated with an event time, product ID, category ID, category code, brand, price, user ID, and user session code. Each event shows the action taken by the user, whether the product was viewed, placed into the cart, or purchased. The event time stamped a date and hour for each event, while the product ID identifies the item that was viewed, carted, or purchased. The category ID distinguishes each category in numeric codes and the category code expressed the category in terms. The brand lists out the make of the products and the prices show the value of each item. The user ID identifies each individual user and the user session shows the period of each event during the user's session on the e-commerce site.

	event_time	event_type	product_id	category_id	category_code	brand	price	user_id	user_session
2020-01-01	00:00:	view	5809910	1602943681873052386	null	grattol	5.24	595414620	4adb70bb-edbd-498
2020-01-01	00:00:	view	5812943	1487580012121948301	null	kinetics	3.97	595414640	c8c5205d-be43-4f1
2020-01-01	00:00:	view	5798924	1783999068867920626	null	zinger	3.97	595412617	46a5010f-bd69-4fb
2020-01-01	00:00:	view	5793052	1487580005754995573	null	null	4.92	420652863	546f6af3-a517-475
2020-01-01	00:00:	view	5899926	2115334439910245200	null	null	3.92	484071203	cff70ddf-529e-4b0

#### Data Statistics & Format

The four independent datasets: October, November, December, and January data, contained 9 variables event\_time, event\_type, product\_id, category\_id, brand, price, user\_id, and user\_sessions. There are 4 different data types: string, integer, long, and double. The Event\_time, event\_type, category\_code, brand, user\_sessions were displayed as a string data type, while the product\_id and user\_id were presented in integer data type, the category\_code was demonstrated as long data, and price was shown as a double data type.

The October dataset had 42,448,764 observations with 5.3 gigabytes of file size, the November dataset had 67,501,979 observations with 8.4 gigabytes of file size, the December dataset is in an archive compressed file that had 67,542,878 observations with 2.7 gigabytes (9.1 GB uncompressed), and the January dataset had 55,967,041 observations with 2.2 gigabytes (7.6GB uncompressed). After counting the total records within each month, we see that there is a range between 42.4 to 67.5 million event impressions per month. October having the lowest total events at 42.4 million, and January containing 56 million. Both November and December log a total of 67 million total events for each month.

```
Total columns are: 9,
Total columns are: 9,
                                                                   Total columns are: 9,
                                                                                                   Total columns are: 9,
                                 Total records are: 67501979 Total records are: 67542878 Total records are: 55967041
Total records are: 42448764
                                  The column names are:
The column names are:
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      event_time
                                         event_time
                                                                                                          event_time
                                                                          event_time
                                 1
                                        event_type
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                                                                                                               brand
                                 5
                                              brand
            brand
                                                                   5
                                                                               brand
                                                                                                               price
                                              price
                                 6
6
            price
                                                                   6
                                                                               price
                                            user_id
                                                                                                             user_id
          user id
                                                                             user id
                                      user_session
                                                                                                      user_session
    user_session
                                                                   8 user_session
                                          root
                                            -- event time: string (nullable = true)
                                            -- event_type: string (nullable = true)
-- product_id: integer (nullable = true)
                                            -- category_id: long (nullable = true)
                                            -- category_code: string (nullable = true)
-- brand: string (nullable = true)
-- price: double (nullable = true)
                                             -- user_id: integer (nullable = true)
                                            -- user_session: string (nullable = true)
```

After exploring each dataset and the variable structures we examined all the months for the null values, and we found that there were signs of data consistency issues. The months of October and November both have roughly 30% of the data missing for the category code column. In comparison, December, and January both have roughly 10% of the values missing for the same column. This percentage accounts for a total of between 13 million to 21 million events for the months of October and November, respectively.

December and January each have a relatively high total record count yet a lower total missing record count within the category code column. These months are missing a total of 7 million and 5 million total values, respectively. Additionally, we do notice that there are missing records for both brand and user session, although missing values within user session is not considerable or significant. There is an average of about 13% missing data points in the brand column across all months; the lower range for January is 11.7% and there is a high for October of 14.4%. Upon this discovery, we found it more useful to keep the null values in respect of our price and event type analysis.

	(	OCTOBER	?						
event_time	ct_id	d \$ category_c	ode \$ brand \$	price \$ us	er_id	ssion \$		Nul	l:
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							Cat Code - 31.8%		
event_time	ct_id	d ♦ category_c	ode \$ brand \$	price \$ us	er_id	ssion \$	I	Brand -	14.5%
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				NO	VEMBER				
Null:	event_time \$	event_type \$	product_id \$	category_id 4	category_code	e \$ brand \$	price \$	user_id \$	user_session
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Cai Coae – 32.4%									
Brand – 13.7%	event_time \$	event_type \$	product_id \$	category_id 4	category_code	e \$ brand \$	price \$	user_id \$	user_session
	0.0	0.0	0.0	0.	0 32	2.44 13.66	0.0	0.0	

event_time $\phi$ event_type $\phi$ product_id $\phi$ category_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_id $\phi$ user_session $\phi$ 0.0 0.0 0.0 10.5 12.02 0.0 0.0 0.0 0.0    Solution  The event_type $\phi$ product_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_session $\phi$ 1.6 Product_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_id $\phi$ user_session  1.7 Product_id $\phi$ category_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_id $\phi$ user_session  1.6 Product_id $\phi$ category_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_id $\phi$ user_session  2.8 Product_id $\phi$ category_id $\phi$ category_code $\phi$ brand $\phi$ price $\phi$ user_id $\phi$ user_session	event_time \$ event_type \$ produ							Са	t Code -	10.5%
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	event_time \$ event_type \$ produ	ct_id	d <b>¢</b> category_d	ode ♦ brand ♦	price \$ use	r_id	on ¢			
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$Cat\ Code - 9.0\%$ $Brand - 11.67\%$ $event_{time} \Leftrightarrow event_{type} \Leftrightarrow product_{id} \Leftrightarrow category_{id} \Leftrightarrow category_{code} \Leftrightarrow brand \Leftrightarrow price \Leftrightarrow user_{id} \Leftrightarrow user_{session}$					JAN	UARY				
$Cat\ Code - 9.0\%$ $Brand - 11.67\%$ event_time $\Rightarrow$ event_type $\Rightarrow$ product_id $\Rightarrow$ category_id $\Rightarrow$ category_code $\Rightarrow$ brand $\Rightarrow$ price $\Rightarrow$ user_id $\Rightarrow$ user_session	Null:	event_time \$	event_type \$	product_id \$	category_id \$	category_code \$	brand \$	price \$	user_id \$	user_session \$
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0.0 0.0 0.0 0.0 9.01 11.67 0.0 0.0	2 <b></b> 23.07	event_time \$	event_type \$	product_id \$	category_id \$	category_code \$	brand \$	price \$	user_id \$	user_session \$

# Data pre-processing

The datasets were presented in tabular form, but to perform a deep dive analysis on event\_types the categorical variables need to be transposed into columns. There were three major event types (view, cart, and purchase) to enhance the comprehension of the actions taken by users during each month. After transposing the event types into columns, we then used the groupby function to reduce the categories to understand the popularity of products in each category. The count function was also used to tally the total of each category that was clicked on by users to see which category gained highest interest among customers. The average price was calculated to recognize fluctuations throughout the months to see the incline and decline of prices in a given month. The event\_time was transformed into a date format and parsed to distinctly see the trends of user activity in hours per day and days per weeks cycles. Each step was repeated for all the datasets to see the changes of consumer behavior as the month proceeded.

### Data Analysis

During our research on the e-commerce dataset, we analyzed the consumer behavior during the four months by evaluating five core variables: time, event type, category, brand, and price. We examined the time variable to understand the behavioral shifts among consumers as time passed and noticed that in the month of January, there were major spikes in the total purchase count, reaching a maximum of approximately 20,000 purchases as a cumulative for both Saturday and Sunday. All other values for the month do seem normal otherwise. We further see that Mondays and Sundays carry the most amount of purchases for December, while Tuesdays were the best day in total purchase count for October, and Wednesdays in January.

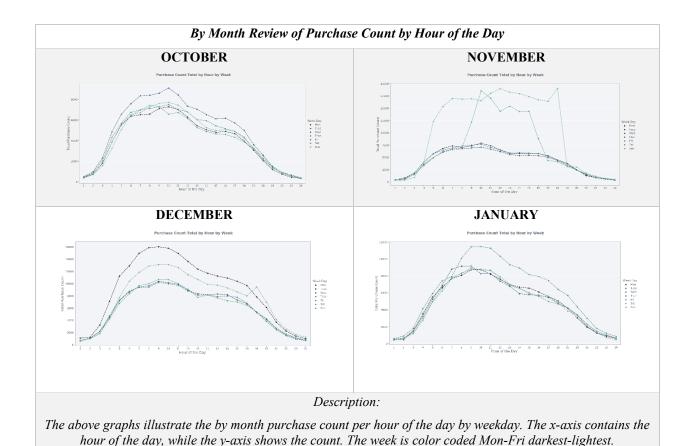
The event type analysis showed a short consumer journey of viewing an item to checking out to purchasing the item. We found that all four months had higher views than cart or purchase, especially in the months of November and December. The results of the analysis concluded to be that there are generally more views and purchases in November and December due to the holiday seasons and sales; November is the month of Thanksgiving, followed by the biggest sale event of the years - Black Friday, consumers are more likely to purchase items during this time of the year due to the incentives of sale discounts applied. December is the month of Christmas, one of the biggest holidays of giving and receiving gifts, therefore the purchase counts in this month are ranked the highest among all others. The analysis also confirmed that during a non-holiday season there are less view and purchases.

The category analysis displayed a high popularity in electronic goods, especially during the month of November, which affirms our analysis on consumer incentive purchases. We see that computers and electronics reaches a peak during November due to the exceptional Black Friday event sales that go on during the month, which incentivizes consumers to make purchases on items at a discounted rate and pay less for more value. We also saw a spike in sports good in November and December, which concluded to be precisely around the time NFL and NBA seasons begin to hype up. Construction good seemed to generate a high peak season around December and January, which showed that many consumers tend to start fixing and/or augmenting their properties during the New Years' time.

# Data Visualization and Explanation

# I. Analysis on Time Variable

Below we can see that when we review the purchase count of each month by the hour of the day, there are general trends. For instance, purchases are generally increasing between 3am and 6am, while generally trending down after 6pm. We also notice that there are two peaks within the hours of the day across each of the months. The first peak that we see is around 9am, while the second is around 4pm.



By Month Review of Purchase Count & Average by Month Day					
OCTOBER	NOVEMBER				



count and average. We have also included a row-wise heatmap of the purchase count and average by month inbetween each by-month-day graph in descending order. Finally, the average line per graph is also included.

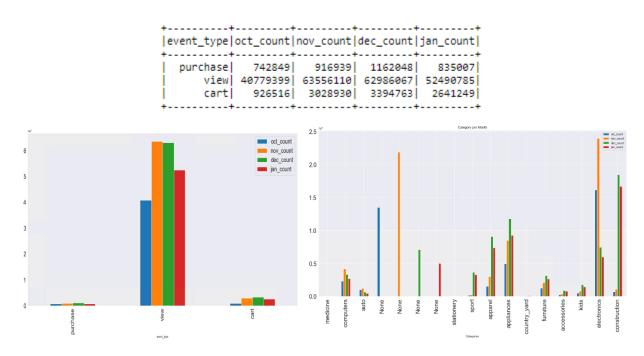
In looking at the graphs above, we notice that each month has a general bi-monthly spike, where there is one spike mid-month and another smaller spike at the end of the month. This does not include October, which although it does have one mid-month spike, it also has several other smaller spikes throughout the first half of the month. In looking at November, we see that there is a mid-month spike in both overall purchases by count and on average by a factor of roughly

eight times. This very likely fits with our previously analyzed purchase count by day, where we saw a major spike in purchase counts on a consecutive Saturday and Sunday in November.

In January, we also notice that purchases drop to the lowest of all the months. By the end of December, we see that average purchases are hovering around 2000, while on the first day of January we see that average purchases start from an average low of 900, which is the lowest of the four months. For January, this is quickly reconciled in the following recorded day, where we see a spike up to 1400, with a continuing average of 1200 for the month. One note we must make in respect to our analysis within the month of January, is that the 2<sup>nd</sup> of January is missing from the dataset. All other months seem to contain all days for the month, while January does not.

# II. Event Type by Month

The event type by month shows that November has the highest views on products, followed by December, January, then October. However, December shows to have the highest purchases and carts. We concluded that many users like to explore items during the holiday season but start purchasing items right before Christmas.



# III. Category

When we move onto reviewing revenue by category code, we do see a few issues of concern. For the months of October and November we see that the top one and two revenue generating categories are electronics, which comes in between \$175 million and \$200 million; the next category, being appliances, dropping back to roughly \$15 million \$2 million. This is a large margin and we can speculate that this eCommerce business would focus their revenue in the area of electronics, however, when we begin reviewing the top revenue generators for the following months, December and January, we see a different trend. The top revenue generating category is now construction, with a similar second place maintained by appliances. Appliances contribute much more than the preceding two months, with an average of about \$38 million as compared to roughly \$9 million for the months of October and November.

On these concerns, we can formulate two hypotheses: one, there was an adjustment to how categories are prescribed in the months of December and January as opposed to the previous months; two, the categories are defined in a more liquid way than is discernible through the data. It may be possible that certain electronics fall into multiple categories and when a product is purchased, it is the leading category from where the user searched that is then logged by the database. For instance, if a product is categorized in both electronics and construction and if a user finds and purchases the product through searching in the construction category, then that purchase is logged as a construction purchase event even if the product is largely an electronic device.

# IV. Revenue & Brand per month

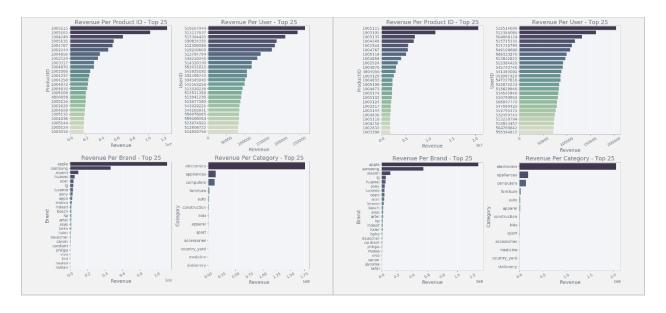
In looking at the top revenue generators for each month, we see that there is at least one, sometimes two, products that lead in revenue generation by a large extent. For all four months we see that Apple is the leading revenue generator. This comes in at an average of roughly \$126 million in revenue. The next closest is Samsung at an average across all months of \$61 million.

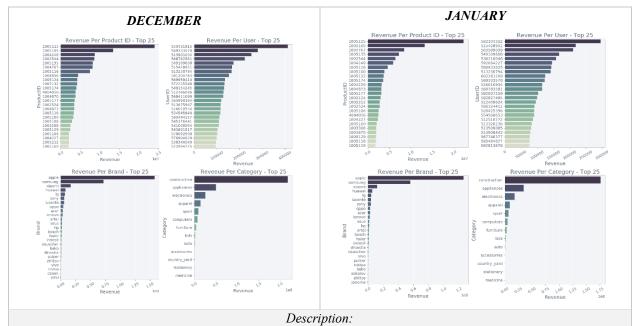
The top revenue generating category for December and January is then construction as opposed to electronics for October and November. Where electronics comprised an average of \$187 million in October and November, construction makes up an average total of roughly \$198 million. These numbers do not make sense when the top 5 leading revenue generating brands all fall into the electronics category. It is feasible for the months of October and November, but there is concern for December and January. In looking further into the graphs below, we can further see the by-month revenue generation by Product ID and User ID. We note that although our analysis would benefit by having a more descriptive product identification, the ID is all that is available to us.

Here, we see that the products with ID's equal to 1005115 and 1005105 lead each of the four months in revenue generation. They comprise an average total revenue of \$152 million and \$122 million, respectively. We then also see that there are three product ids that are consistently in the top; these are 1004249, 1005135, and 1004767.

Finally, by looking at the user ID category that is available to us, we see that unlike the other categories where there is consistently a top product or brand, the top users differ per month. From the months of October to January, these are as follows: October, with 519267944, 513117637, 515384420; November, with 518514099, 512386086, 564068124; December, with 553431815, 569333570, 513901034; January, with 562104312, 515428951, 563599039. Within this top three review, there are no User ID's that carry over from month to month; however, it may be worth reviewing these users on a yearly basis. Due to the fact that the revenue per user is in the millions, it is more likely that these are business accounts and that there may be a per year trend when reviewing the purchase patterns of certain businesses.

A By Month Review of Top Revenue Generating Categories					
OCTOBER	NOVEMBER				





The above graphs are intended to breakdown the overall revenue of each of the categorical values available to us. These include Product ID, User ID, Brand, and Category by Month. These are visible in order from top left, moving right, to bottom left, whereby the bottom most right contains the category revenue for January.

# Challenges & Limitations

When we initially started this project, we decided to leverage the cluster computing that spark is known for. This led us into setting up cluster computing on AWS. AWS utilizes EMR's, which is their form of a managed cluster platform. Our team tried several iterations of EMRs on the platform, where it was possible to initiate the EMR instance, however, it was not possible to remote into the instance. This issue was not resolvable, which lead us to review additional avenues for running spark. These EMR instances are noted below.

# EMR Cluster Computing - Issue



Following the EMR setup issues, we continued to use AWS, but resorted to using a single EC2 instance. We ensured that there was an allocation of 32 GB of RAM to the system, an essential component to spark; after successfully logging into the system, we did encounter additional challenges within the EC instance and in using the spark framework. These are noted as follows:

- 1. Importing large data files from the S3 bucket.
- 2. Adjusting the PySpark specific programming syntax.
- 3. Converting necessary values, like the timestamp and category values.
- 4. Learning how to leverage big data processing techniques.
- 5. Refining processing efficiency and runtime.



#### Code Deployment

#### Spark – Initial Setup

```
In [3]: # 1 from pyspark.sql import SQLContext
2 sc = SparkContext()
3 sqlContext = SQLContext(sc)
executed in 3.55s, finished 09.3223 2020-09-30

In [4]: # 1 spark = SparkSession.builder.master("yarn").appName("MyApp").getOrCreate()
2 spark.sparkContext__conf.getAll()
executed in 580ms, finished 09.3224 2020-05-30
```

#### Description:

Imported packages to use throughout the analysis. We started with the basic packages for pyspark and a few visualization packages.

# Spark - Descriptive Statistics

#### Description:

We started our initial analysis process by first evaluating and exploring the data structures. This later on helped determine which variables needed changes in format.

# Parsing Column Text with Delimiter

#### Description:

Category\_code had different categories with subcategories within the same column. The text was separated by a '.' delimiter. We used the parsed data to group the categories to further analyze the effects on consumer behavior for each category.

# Spark – Setting SQL Tables

# SET SQL TABLE VIEWS \* 1 # Create a temporary table view 2 df\_oct.createorReplaceTempView("oct\_table") 3 4 # Creating Purchase table 5 df\_oct.filter("PurchaseYN == 1").createorReplaceTempView('oct\_purchased') executed in 97ms, finished 10:19:00 2020-05-25 \* 1 # Create a temporary table view 2 df\_nov.createorReplaceTempView("nov\_table") 3 # Creating Purchase table 5 df\_nov.filter("PurchaseYN == 1").createorReplaceTempView('nov\_purchased') executed in 81ms, finished 19:42:45 2020-05-25 \* 1 # Create a temporary table view 2 df\_dec.filter("PurchaseYN == 1").createorReplaceTempView('dec\_purchased') executed in 131ms, finished 19:42:45 2020-05-24 \* 1 # Create a temporary table view 2 df\_jan.createorReplaceTempView("jan\_table") 4 # Create a temporary table view 5 df\_dec.filter("PurchaseYN == 1").createorReplaceTempView('dec\_purchased') executed in 131ms, finished 19:42:45 2020-05-24 \* 1 # Create a temporary table view 2 df\_jan.filter("PurchaseYN == 1").createorReplaceTempView('jan\_purchased') executed in 85ms, finished 19:42:48 2020-05-24

#### Description:

Spark allows for the use of both python's object-oriented programming style as well the use of SQL queries. In order to use SQL, we needed to set the table views. We set this for all months for two main contingencies, all data in all months, and for where the event type is equal to a purchase.

# Breaking Down Timestamp Column

```
# Transfrom Dates and cols function
# SOURCE: https://maw.wischools.com/sql/func_mysql_date_format.asp
# SOURCE: https://maw.wischools.com/sql/func_mysql_date_format.asp
# import typpsark.sql.functions import tol
from pyspark.sql.functions import tol
from pyspark.sql.functions import to timestamp, unix_timestamp, hour, minute
from pyspark.sql.functions import tol
from pyspark.sql.functions import tol
def transformDatesColValues(dataframe):

# Convert 'event_time' to adot/time timestamp
dataframe = dataframe.withColumn(
"event_time', 'yyyy-MPI-dd HM:mm:ss'))

# Coreting new columns for event date - event hour - event minute
dataframe = dataframe.withColumn('event_tota', date_format('event_time', 'MPI-dd-yyyy'))

# Creating new columns for event date - event hour - event minute
dataframe = dataframe.withColumn('event_date', to date(dataframe[event_time'], 'yyyy-MPI-dd'))\
...withColumn('event_hour', hour(dataframe[event_time']))

# Creating new columns for event date - event hour - event minute
dataframe = dataframe.withColumn('event_date', to date(dataframe[event_time']))

# Creating new columns for event date - event hour - event minute
dataframe = dataframe.withColumn('event_date', to date(dataframe[event_time']))

# Creating new columns for event bour', hour(dataframe[event_time'])

# Creating new columns for event hour', hour(dataframe[event_time'])

# Creating new columns for event bour', hour(dataframe[event_time'])

# Creating new columns for event bour', hour(dataframe(event_time', 'wyyy-MV-dd'))\
...withColumn('event_hour') = 60 + dataframe(event_time', 'wyyy-MV-dd'))\
...withColumn('obut_mun', dataframe(event_time', 'e'))\
...withColumn('obut_mun', dataframe(event_time', 'e'))\
...withColumn('obut_mun', dataframe('event_time', 'e'))\
...withColumn('obut_mun', dataframe('event_ti
```

#### Description:

A mainstay of our data is the timestamp data type field. There is a timestamp for each event that occurs in the data. We incorporated this into our analysis by further breaking it down.

The main time oriented fields used included 'day of the week' as a number(1-7), the 'day of the week as a day' (Mon-Sun), the 'day of the month' (1-30/31), and the 'week of the year' (1-52).

#### Link to Presentation

https://docs.google.com/presentation/d/1OLSDaMFsIXUtIbYxLenwFW616bq\_6mds/edit#slide=id.g861a51a686\_1\_0