

Unsupervised

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Defining the Question

A. Specifying the Data Analytic Question

Determine customer's behavior from data collected

B. Defining the Metric for Success

Prediction will be considered a success when proper insights drawn from the analysis and visualization are given

c. Understanding Context

“Administrative”, “Administrative Duration”, “Informational”, “Informational Duration”, “Product Related” and “Product Related Duration” represents the number of different types of pages visited by the visitor in that session and total time spent in each of these page

“Bounce Rate” refers to the percentage of visitors who enter the site from that page and then leave

“Page Value” feature represents the average value for a web page that a user visited before completing an e-commerce transaction

“Special Day” feature indicates the closeness of the site visiting time to a specific special day

D. Experimental Design

Reading the data Checking the data Cleaning dataset Univariate Analysis Bivariate Analysis Implementing Solution Challenging Solution Conclusions

E. Data Relevance

The dataset for this project can be found here <http://bit.ly/EcommerceCustomersDataset>

2. Reading the Data

```
library(readr)
library(caret)
```

```
## Loading required package: ggplot2
```

```
## Loading required package: lattice
```

```
library(factoextra)
```

```
## Welcome! Want to learn more? See two factoextra-related books at https://goo.gl/ve3WBa
```

```
library(ggplot2)
library(tidyverse)
```

```
## -- Attaching packages ----- tidyverse 1.3.1 --
```

```
## v tibble  3.1.6      v dplyr   1.0.8
## v tidyr   1.2.0      v stringr 1.4.0
## v purrr   0.3.4      v forcats 0.5.1
```

```
## -- Conflicts ----- tidyverse_conflicts() --
## x dplyr::filter() masks stats::filter()
## x dplyr::lag()     masks stats::lag()
## x purrr::lift()    masks caret::lift()
```

```
library(dplyr)
library(GGally)
```

```
## Registered S3 method overwritten by 'GGally':
##   method from
##   +.gg      ggplot2
```

```
library(e1071)
library(cluster)
library(kernlab)
```

```
##
## Attaching package: 'kernlab'
```

```
## The following object is masked from 'package:purrr':
##
##   cross
```

```
## The following object is masked from 'package:ggplot2':
##
##   alpha
```

```
library(tidyr)
library(tinytex)
```

```
library(readr)
data <- read_csv("http://bit.ly/EcommerceCustomersDataset")
```

```
## Rows: 12330 Columns: 18
## -- Column specification -----
## Delimiter: ","
## chr (2): Month, VisitorType
## dbl (14): Administrative, Administrative_Duration, Informational, Informatio...
## lgl (2): Weekend, Revenue
##
## i Use 'spec()' to retrieve the full column specification for this data.
## i Specify the column types or set 'show_col_types = FALSE' to quiet this message.
```

```
head(data)
```

```
## # A tibble: 6 x 18
##   Administrative Administrative_D~ Informational Informational_D~ ProductRelated
##   <dbl> <dbl> <dbl> <dbl> <dbl>
## 1      0      0      0      0      1
## 2      0      0      0      0      2
## 3      0     -1      0     -1      1
## 4      0      0      0      0      2
## 5      0      0      0      0     10
## 6      0      0      0      0     19
## # ... with 13 more variables: ProductRelated_Duration <dbl>, BounceRates <dbl>,
## #   ExitRates <dbl>, PageValues <dbl>, SpecialDay <dbl>, Month <chr>,
## #   OperatingSystems <dbl>, Browser <dbl>, Region <dbl>, TrafficType <dbl>,
## #   VisitorType <chr>, Weekend <lgl>, Revenue <lgl>
```

3. Checking the Data

```
# tail of dataset
```

```
head(data)
```

```
## # A tibble: 6 x 18
##   Administrative Administrative_D~ Informational Informational_D~ ProductRelated
##   <dbl> <dbl> <dbl> <dbl> <dbl>
## 1      0      0      0      0      1
## 2      0      0      0      0      2
## 3      0     -1      0     -1      1
## 4      0      0      0      0      2
## 5      0      0      0      0     10
## 6      0      0      0      0     19
## # ... with 13 more variables: ProductRelated_Duration <dbl>, BounceRates <dbl>,
## #   ExitRates <dbl>, PageValues <dbl>, SpecialDay <dbl>, Month <chr>,
## #   OperatingSystems <dbl>, Browser <dbl>, Region <dbl>, TrafficType <dbl>,
## #   VisitorType <chr>, Weekend <lgl>, Revenue <lgl>
```

```
# tail of dataset
```

```
tail(data)
```

```
## # A tibble: 6 x 18
##   Administrative Administrative_D~ Informational Informational_D~ ProductRelated
##           <dbl>           <dbl>           <dbl>           <dbl>           <dbl>
## 1             0             0             1             0             16
## 2             3           145             0             0             53
## 3             0             0             0             0             5
## 4             0             0             0             0             6
## 5             4            75             0             0            15
## 6             0             0             0             0             3
## # ... with 13 more variables: ProductRelated_Duration <dbl>, BounceRates <dbl>,
## #   ExitRates <dbl>, PageValues <dbl>, SpecialDay <dbl>, Month <chr>,
## #   OperatingSystems <dbl>, Browser <dbl>, Region <dbl>, TrafficType <dbl>,
## #   VisitorType <chr>, Weekend <lgl>, Revenue <lgl>
```

```
#checking size of dataframe
```

```
dim(data)
```

```
## [1] 12330    18
```

There are 12330 records and 18 variables

```
#checking columns
```

```
colnames(data)
```

```
## [1] "Administrative"      "Administrative_Duration"
## [3] "Informational"       "Informational_Duration"
## [5] "ProductRelated"     "ProductRelated_Duration"
## [7] "BounceRates"        "ExitRates"
## [9] "PageValues"         "SpecialDay"
## [11] "Month"              "OperatingSystems"
## [13] "Browser"            "Region"
## [15] "TrafficType"        "VisitorType"
## [17] "Weekend"            "Revenue"
```

4. Cleaning dataset

```
# Identifying missing data in dataset
```

```
colSums(is.na(data))
```

```
##           Administrative Administrative_Duration           Informational
##                14                14                14
## Informational_Duration ProductRelated ProductRelated_Duration
```

```
##          14          14          14
##      BounceRates      ExitRates      PageValues
##          14          14          0
##      SpecialDay      Month      OperatingSystems
##          0          0          0
##      Browser      Region      TrafficType
##          0          0          0
##      VisitorType      Weekend      Revenue
##          0          0          0
```

There is presence of missing values

```
# Dropping null values
data <- na.omit(data)
colSums(is.na(data))
```

```
##      Administrative Administrative_Duration      Informational
##          0          0          0
##      Informational_Duration      ProductRelated ProductRelated_Duration
##          0          0          0
##      BounceRates      ExitRates      PageValues
##          0          0          0
##      SpecialDay      Month      OperatingSystems
##          0          0          0
##      Browser      Region      TrafficType
##          0          0          0
##      VisitorType      Weekend      Revenue
##          0          0          0
```

Rows with missing values have been removed, decided to remove them since I noticed that the missing values positions were exactly the same for each variable with missing data

```
#checking size of dataframe
dim(data)
```

```
## [1] 12316    18
```

there is now 12316 records

```
#checking unique values of VisitorType variable
unique(data$VisitorType)
```

```
## [1] "Returning_Visitor" "New_Visitor"      "Other"
```

```
#checking unique values of Weekend variable
unique(data$Weekend)
```

```
## [1] FALSE TRUE
```

```
#finding duplicates
```

```
duplicates <- data[duplicated(data),]  
duplicates
```

```
## # A tibble: 117 x 18  
##   Administrative Administrative_~ Informational Informational_D~ ProductRelated  
##           <dbl>           <dbl>           <dbl>           <dbl>           <dbl>  
## 1             0             0             0             0             1  
## 2             0             0             0             0             1  
## 3             0             0             0             0             1  
## 4             0             0             0             0             1  
## 5             0             0             0             0             1  
## 6             0             0             0             0             1  
## 7             0             0             0             0             1  
## 8             0             0             0             0             1  
## 9             0             0             0             0             2  
## 10            0             0             0             0             1  
## # ... with 107 more rows, and 13 more variables: ProductRelated_Duration <dbl>,  
## #   BounceRates <dbl>, ExitRates <dbl>, PageValues <dbl>, SpecialDay <dbl>,  
## #   Month <chr>, OperatingSystems <dbl>, Browser <dbl>, Region <dbl>,  
## #   TrafficType <dbl>, VisitorType <chr>, Weekend <lgl>, Revenue <lgl>
```

There is presence of duplicates

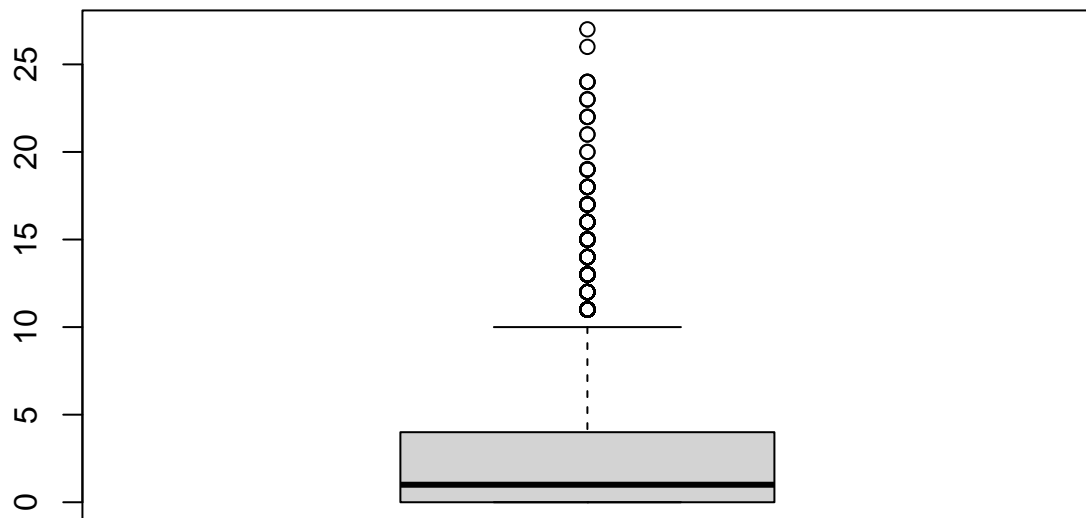
```
data[!duplicated(data), ]
```

```
## # A tibble: 12,199 x 18  
##   Administrative Administrative_~ Informational Informational_D~ ProductRelated  
##           <dbl>           <dbl>           <dbl>           <dbl>           <dbl>  
## 1             0             0             0             0             1  
## 2             0             0             0             0             2  
## 3             0             -1             0             -1             1  
## 4             0             0             0             0             2  
## 5             0             0             0             0             10  
## 6             0             0             0             0             19  
## 7             0             -1             0             -1             1  
## 8             1             -1             0             -1             1  
## 9             0             0             0             0             2  
## 10            0             0             0             0             3  
## # ... with 12,189 more rows, and 13 more variables:  
## #   ProductRelated_Duration <dbl>, BounceRates <dbl>, ExitRates <dbl>,  
## #   PageValues <dbl>, SpecialDay <dbl>, Month <chr>, OperatingSystems <dbl>,  
## #   Browser <dbl>, Region <dbl>, TrafficType <dbl>, VisitorType <chr>,  
## #   Weekend <lgl>, Revenue <lgl>
```

Duplicates have been removed we now have 12,199 records

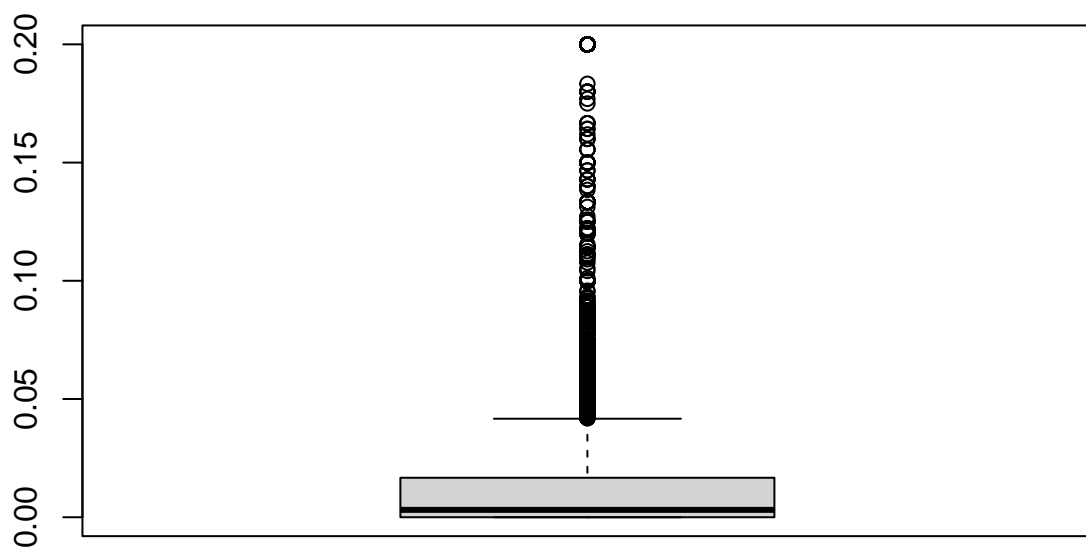
```
#finding outliers in the column
```

```
boxplot(data$Administrative)
```



#finding outliers in the Bounce Rates column

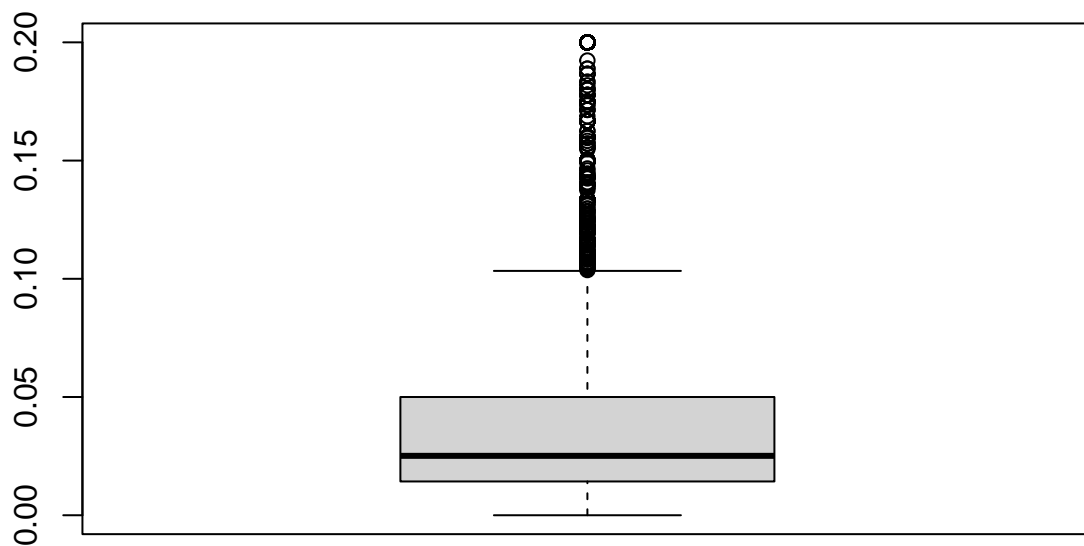
```
boxplot(data$BounceRates)
```



There is presence of alot of outliers

#finding outliers in the Exit Rates column

```
boxplot(data$ExitRates)
```

presence of outliers

Outliers won't be removed since this is real data representing actual observations that are crucial for our analysis

5. Exploratory data analysis

5.1 Univariate Analysis

```
# getting the summary of our numerical columns
```

```
summary(data)
```

```
## Administrative    Administrative_Duration Informational
## Min.   : 0.000    Min.   : -1.00      Min.   : 0.000
## 1st Qu.: 0.000    1st Qu.:  0.00      1st Qu.: 0.000
## Median : 1.000    Median :  8.00      Median : 0.000
## Mean   : 2.318    Mean   : 80.91      Mean   : 0.504
## 3rd Qu.: 4.000    3rd Qu.: 93.50      3rd Qu.: 0.000
## Max.   :27.000    Max.   :3398.75     Max.   :24.000
## Informational_Duration ProductRelated    ProductRelated_Duration
## Min.   : -1.00    Min.   : 0.00      Min.   : -1.0
## 1st Qu.:  0.00    1st Qu.: 7.00      1st Qu.: 185.0
## Median :  0.00    Median : 18.00     Median : 599.8
```

```
## Mean      : 34.51      Mean      : 31.76      Mean      : 1196.0
## 3rd Qu.:   0.00      3rd Qu.: 38.00      3rd Qu.: 1466.5
## Max.      :2549.38     Max.      :705.00     Max.      :63973.5
## BounceRates      ExitRates      PageValues      SpecialDay
## Min.      :0.000000  Min.      :0.000000  Min.      : 0.000  Min.      :0.0000
## 1st Qu.:0.000000  1st Qu.:0.01429    1st Qu.: 0.000  1st Qu.:0.0000
## Median :0.003119  Median :0.02512    Median : 0.000  Median :0.0000
## Mean      :0.022152  Mean      :0.04300    Mean      : 5.896  Mean      :0.0615
## 3rd Qu.:0.016684  3rd Qu.:0.05000    3rd Qu.: 0.000  3rd Qu.:0.0000
## Max.      :0.200000  Max.      :0.20000    Max.      :361.764  Max.      :1.0000
## Month      OperatingSystems      Browser      Region
## Length:12316  Min.      :1.000    Min.      : 1.000  Min.      :1.000
## Class :character  1st Qu.:2.000    1st Qu.: 2.000  1st Qu.:1.000
## Mode  :character  Median :2.000    Median : 2.000  Median :3.000
##                      Mean      :2.124    Mean      : 2.358  Mean      :3.148
##                      3rd Qu.:3.000    3rd Qu.: 2.000  3rd Qu.:4.000
##                      Max.      :8.000    Max.      :13.000  Max.      :9.000
## TrafficType  VisitorType      Weekend      Revenue
## Min.      : 1.00  Length:12316  Mode :logical  Mode :logical
## 1st Qu.: 2.00  Class :character  FALSE:9451    FALSE:10408
## Median : 2.00  Mode  :character  TRUE :2865     TRUE :1908
## Mean      : 4.07
## 3rd Qu.: 4.00
## Max.      :20.00
```

```
# finding range of Administrative_Duration variable
adm.range <- range(data$Administrative_Duration)
adm.range
```

```
## [1] -1.00 3398.75
```

range from -1 to 3398.75

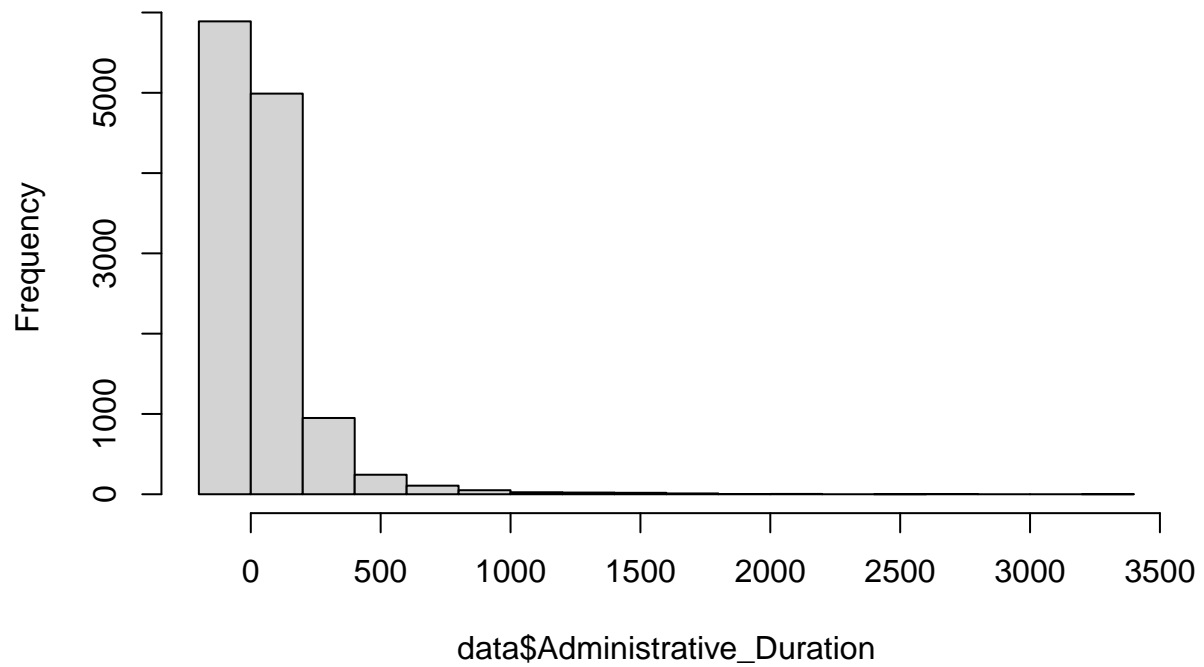
```
#Variance of Informational_Duration variable
inf.d.variance <- var(data$Informational_Duration)
#
inf.d.variance
```

```
## [1] 19831.82
```

5.1.1 Visualizations

```
hist(data$Administrative_Duration)
```

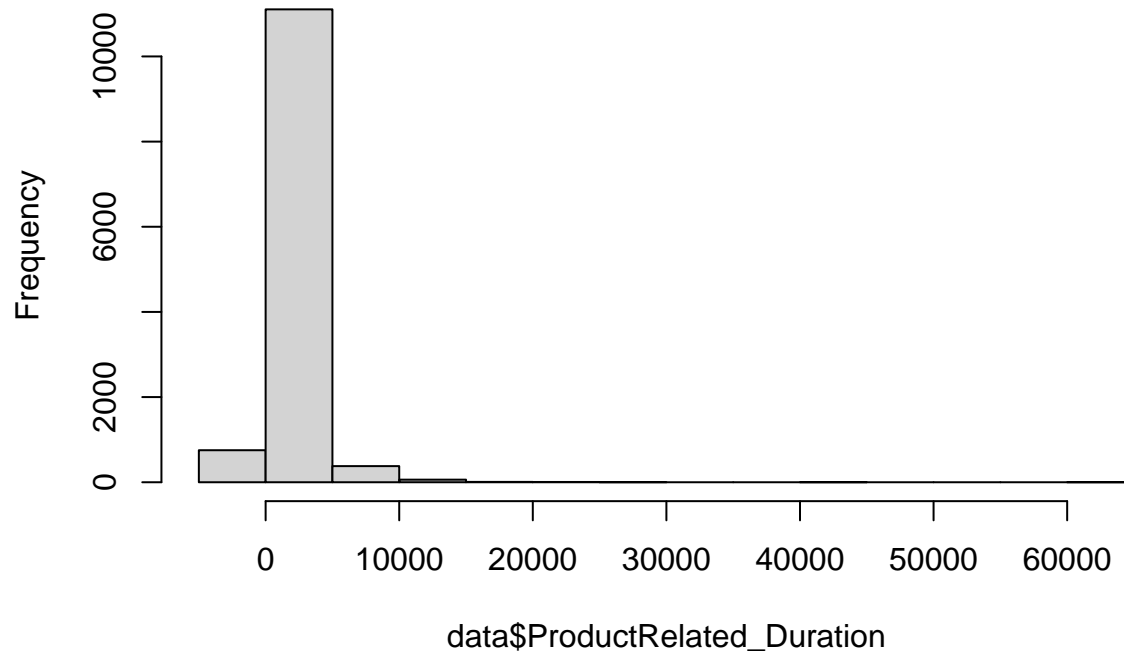
Histogram of data\$Administrative_Duration



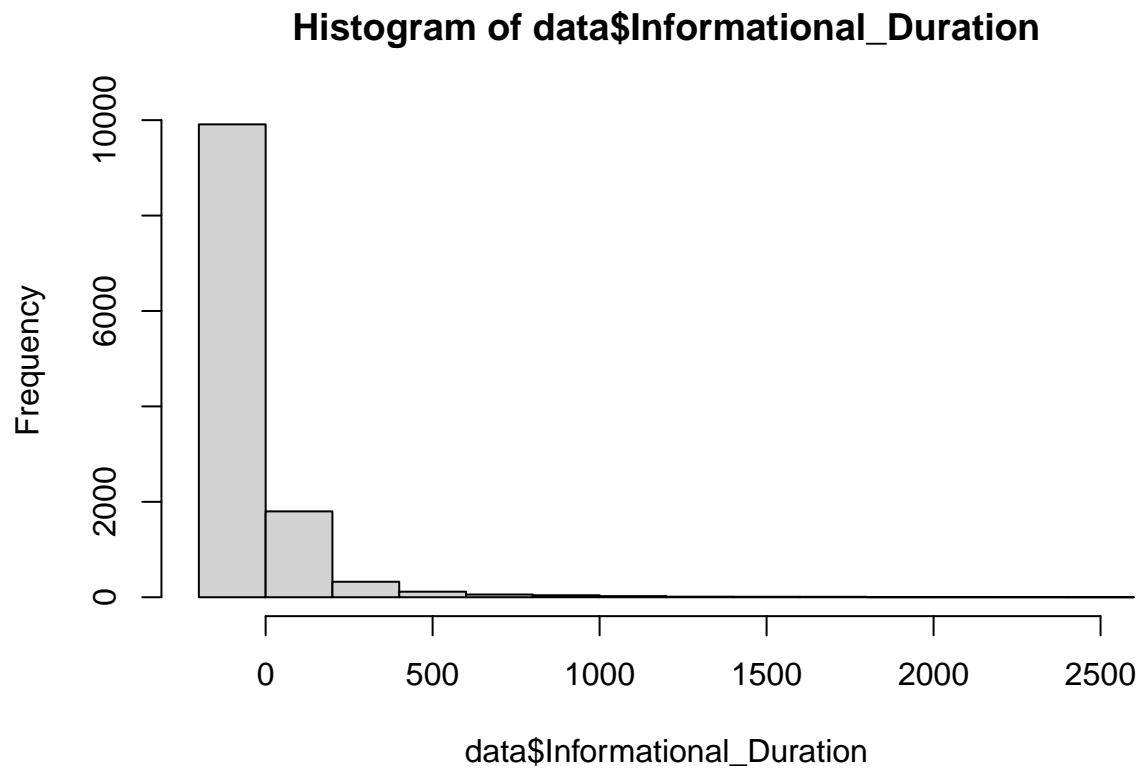
Distribution of the data is mostly skewed to the left as most values range at 0

```
hist(data$ProductRelated_Duration)
```

Histogram of data\$ProductRelated_Duration



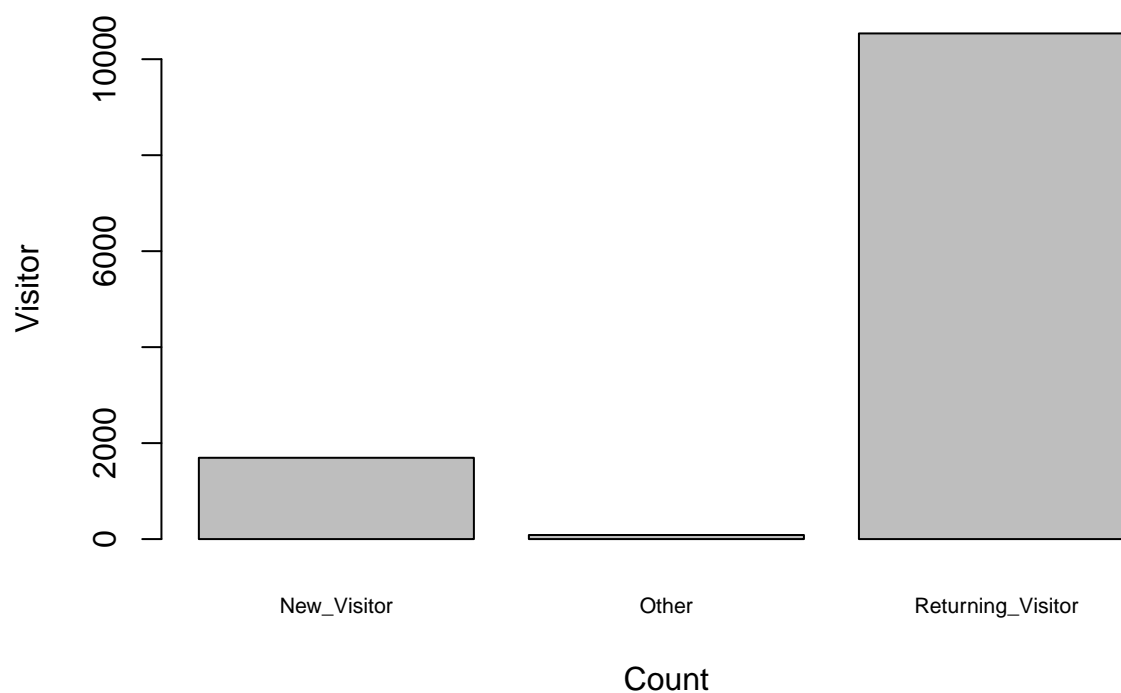
```
hist(data$Informational_Duration)
```



Distribution of the data is mostly skewed to the left as most values range at 0

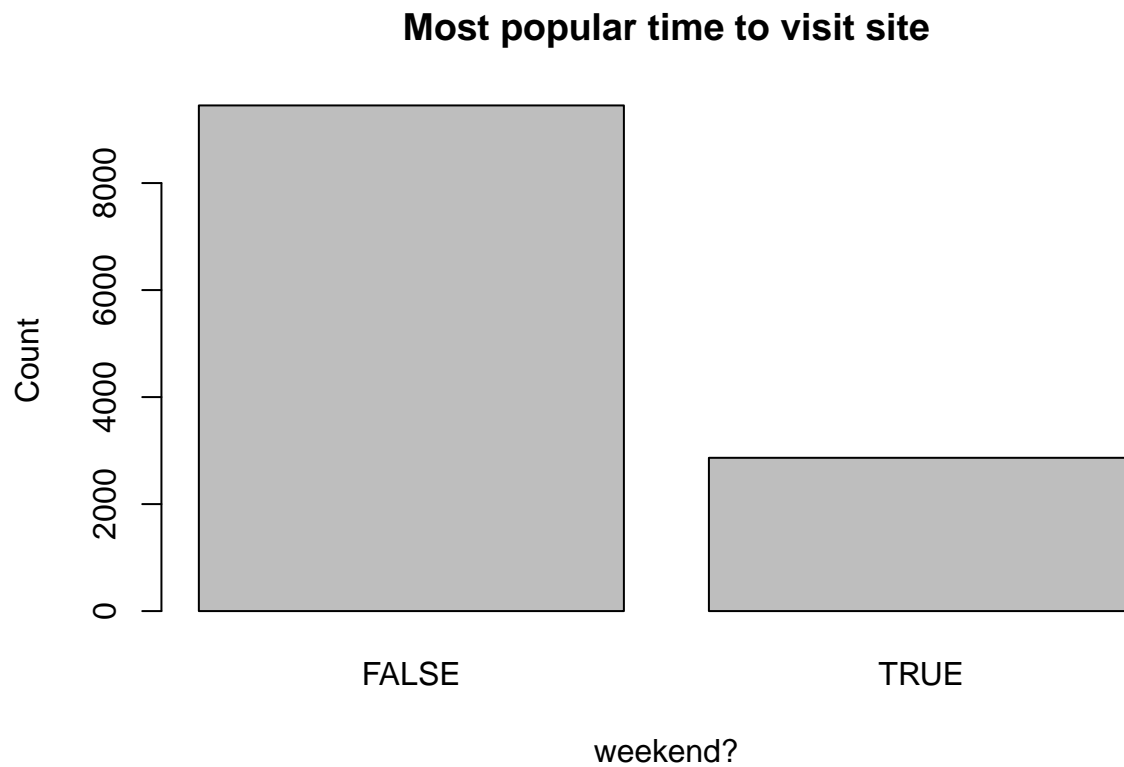
```
# Most popular type of visitor
count <- table(data$VisitorType)
barplot(count,
        main='Most popular type of user ',
        xlab = 'Count',
        ylab = 'Visitor',
        cex.names = 0.7)
```

Most popular type of user



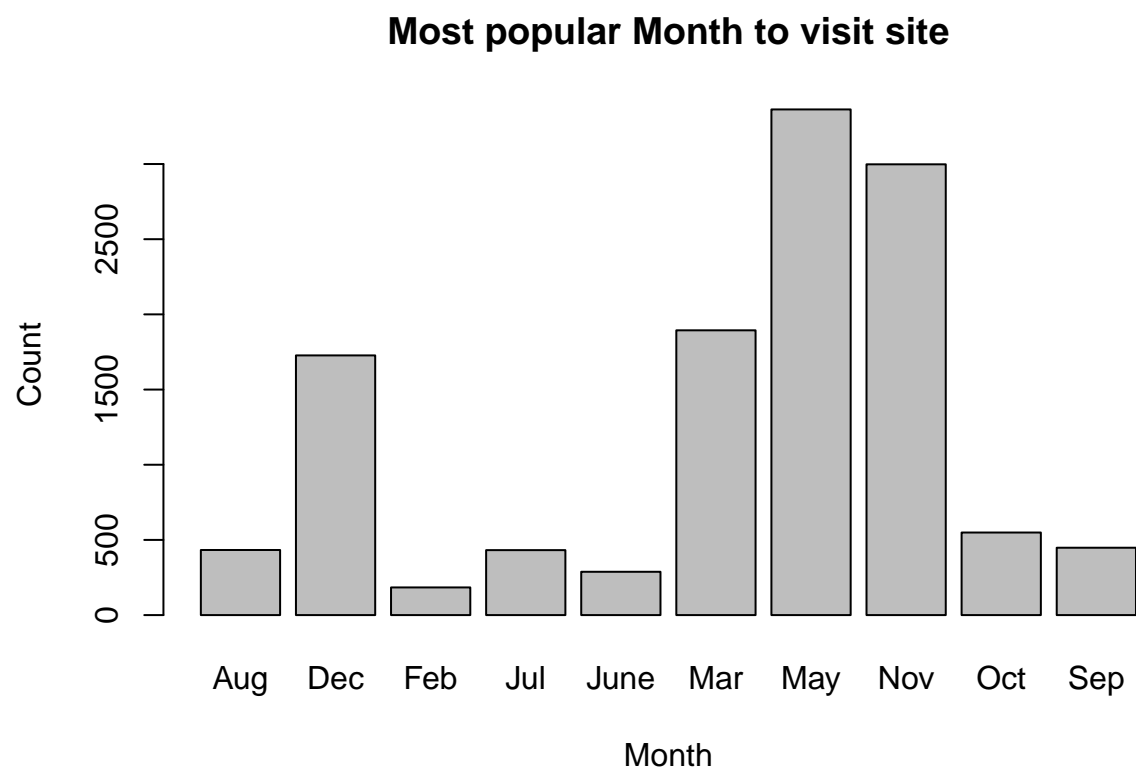
Most popular visitor are the returning visitors

```
# Most visits are on weekends or not
count <- table(data$Weekend)
barplot(count,
        main='Most popular time to visit site',
        xlab = 'weekend?',
        ylab = 'Count')
```



Most visitors visit the site during the weekdays

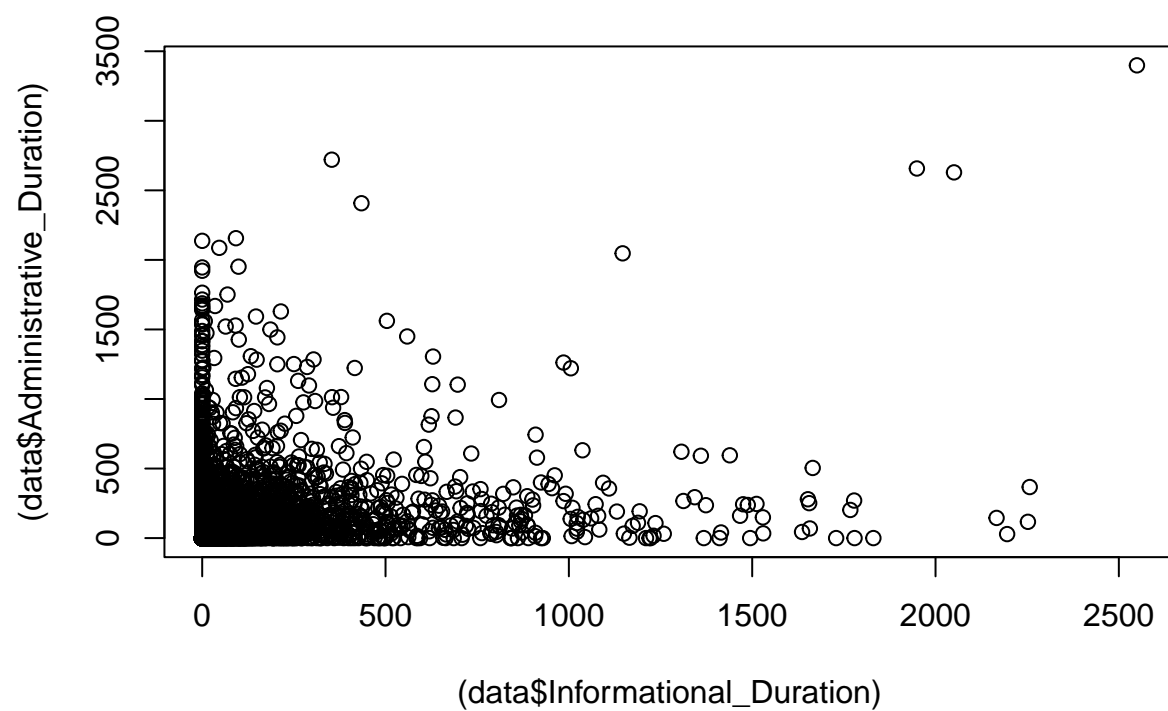
```
# Most visits are on which month
count <- table(data$Month)
barplot(count,
        main='Most popular Month to visit site',
        xlab = 'Month',
        ylab = 'Count')
```



The month with the most visits was May

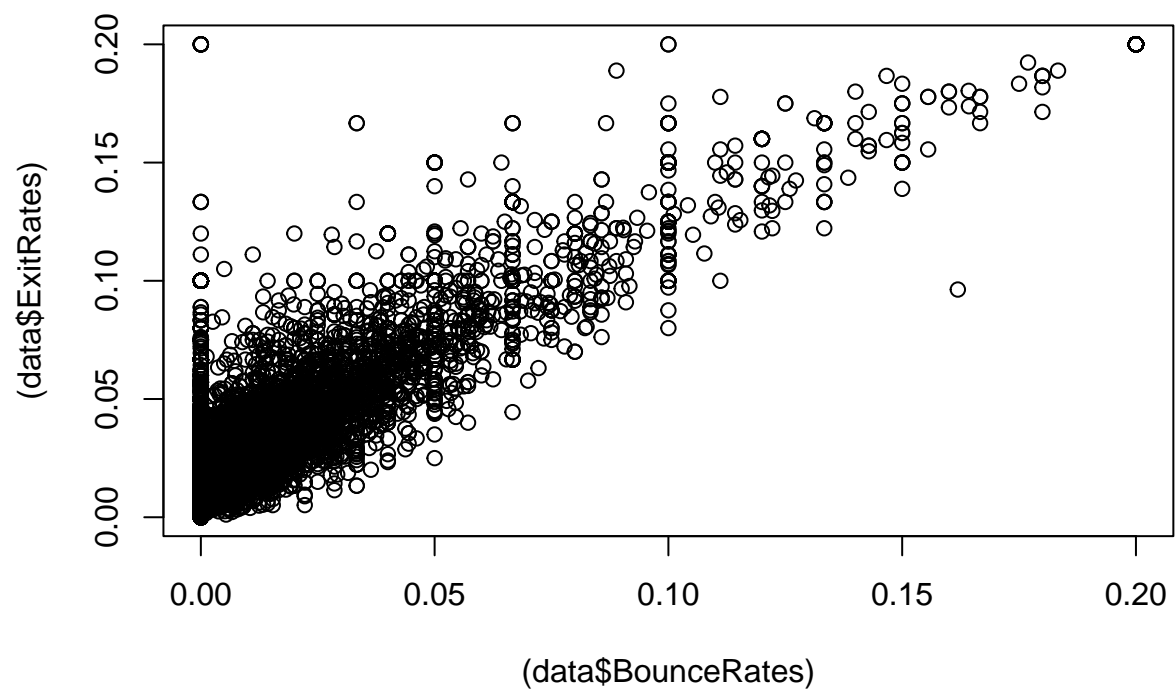
5.2 Bivariate Analysis

```
plot((data$Informational_Duration), (data$Administrative_Duration))
```

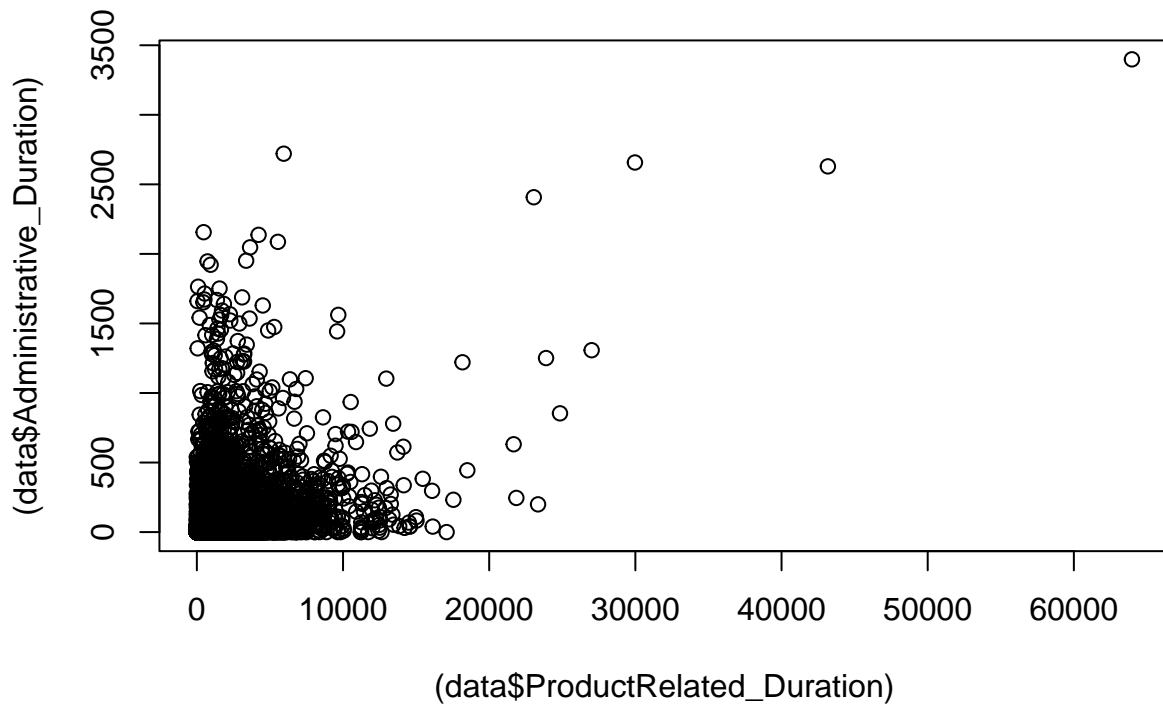
As the administrative duration increases the informational duration decreases

```
plot((data$BounceRates), (data$ExitRates))
```



As the exit rate increases so does the bounce rates

```
plot((data$ProductRelated_Duration), (data$Administrative_Duration))
```



6. Implementing the solution

6.1 Encoding and Scaling

```
# Drop the label
data2 <- data[, -18]

# Encoding the categorical columns
data2$VisitorType <- ifelse(data2$VisitorType == 'Returning_Visitor', 1, ifelse(data2$VisitorType == 'New_Visitor', 0, 1))

data2$Weekend <- ifelse(data2$Weekend == 'FALSE', 0, 1)

#encoding the months column
#Change column to factor
data2$Month <- factor(data2$Month)

#Change factor to numeric
data2$Month<- as.numeric(data2$Month)
table(data2$Month)
```

```
##
##      1      2      3      4      5      6      7      8      9     10
## 433 1727  184  432  288 1894 3363 2998  549  448
```

Normalizing the dataset

```
normalize <- function(x){  
  return ((x-min(x)) / (max(x)-min(x)))  
}
```

6.2 K- means Clustering

```
# Applying the K-means clustering algorithm with no. of centroids(k)=4  
# K was randomly picked  
#  
result <- kmeans(data2,4)  
  
# Previewing the no. of records in each cluster  
#  
result$size
```

```
## [1] 2608 571 66 9071
```

The above results show how data has been split within the 4 clusters

```
# Getting the value of cluster center data point  
# ---  
#  
result$centers
```

```
##   Administrative Administrative_Duration Informational Informational_Duration  
## 1      3.754985          138.32442      0.9401840          67.19907  
## 2      5.889667          211.57876      1.7950963          145.22002  
## 3      7.651515          416.47911      3.3787879          364.76162  
## 4      1.640944          53.73071      0.2763753          15.73482  
##   ProductRelated ProductRelated_Duration BounceRates ExitRates PageValues  
## 1      56.95130          2332.2961 0.007998933 0.02307835 8.564237  
## 2     135.50788          6153.4724 0.006556316 0.02096564 6.916867  
## 3     332.33333          15772.4934 0.005424551 0.01864796 4.108254  
## 4      15.80487           451.2344 0.027325193 0.05029531 5.077537  
##   SpecialDay   Month OperatingSystems Browser   Region TrafficType  
## 1 0.05475460 6.317101      2.131135 2.315951 3.204371 3.812117  
## 2 0.05008757 6.761821      2.157618 2.332750 2.800350 3.537653  
## 3 0.01212121 6.772727      2.045455 2.393939 2.484848 3.893939  
## 4 0.06451328 6.078051      2.120604 2.370852 3.158527 4.179583  
##   VisitorType Weekend  
## 1 1.064417 0.2365798  
## 2 1.010508 0.2241681  
## 3 1.015152 0.2727273  
## 4 1.158086 0.2317275
```

```
# Getting the cluster vector that shows the cluster where each record falls
# ---
#
result$cluster
```

```
##      [1] 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 1
##     [37] 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 2 4 4 4 4
##     [73] 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 1 4 4 1 4 4 4
##    [109] 4 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 1 4 4 4 4 4 4 4 4
##    [145] 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
##    [181] 4 4 4 4 4 4 4 1 1 1 4 1 4 4 4 1 1 1 4 1 1 4 4 4 4 4 4 4 4 4 4 4
##    [217] 4 4 4 4 4 4 4 4 1 4 1 4 1 1 4 1 4 1 4 4 1 4 4 4 4 4 1 1 4 4 4 4
##    [253] 4 4 4 1 4 1 4 4 4 4 1 4 4 2 4 4 1 4 4 4 4 4 4 4 4 1 4 4 4 4 1 4
##    [289] 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 1 4 1 4 4 4 4
##    [325] 1 4 4 4 4 4 4 4 4 1 1 4 4 4 4 4 4 4 4 1 4 4 4 1 4 4 4 4 4 1 4
##    [361] 4 4 4 1 4 4 4 1 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 1 4
##    [397] 4 1 4 4 1 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 2 4 4 4 4 4
##    [433] 4 4 4 4 4 4 4 4 1 1 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 1 4 4 4 4
##    [469] 4 4 2 4 4 4 4 4 1 1 4 4 1 4 4 4 4 4 4 1 1 4 4 4 4 4 4 4 4 1
##    [505] 4 4 4 4 4 4 3 1 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1
##    [541] 4 4 4 4 1 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4
##    [577] 4 4 1 4 4 4 1 4 4 4 4 1 4 4 4 4 1 4 1 4 4 4 4 4 1 1 4 4 1
##    [613] 1 1 4 4 4 1 4 2 4 4 4 4 4 4 4 4 1 1 4 1 1 4 4 4 4 4 4 4 4 4
##    [649] 4 1 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4
##    [685] 4 4 4 4 4 1 4 4 1 4 4 1 1 1 1 4 4 1 4 4 1 4 4 4 4 4 4 4 4
##    [721] 4 4 2 4 4 4 4 4 4 4 4 4 4 1 1 4 1 4 1 1 4 4 4 4 4 4 4 4 1
##    [757] 4 4 4 4 1 1 4 4 4 4 4 4 4 2 1 4 1 4 4 4 4 1 4 4 4 4 4 4 4
##    [793] 1 4 4 4 1 4 4 3 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 2
##    [829] 1 4 4 4 4 4 1 4 4 4 4 4 4 4 1 1 4 1 4 4 1 4 4 4 4 2 4 4
##    [865] 4 4 1 4 1 4 4 1 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 4 1 4 4 4
##    [901] 4 4 4 4 4 1 1 4 4 4 4 4 1 4 4 1 4 4 4 4 4 4 4 1 1 4 4 4 4
##    [937] 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 2 4 4 4 4 4 4 4 4 4 4 4 1
##    [973] 4 4 4 4 4 4 4 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4
##   [1009] 4 1 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 1 1 4 4 4 4 4 4 4 2 2
##   [1045] 4 4 4 4 4 4 1 1 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 1 4 4 1
##   [1081] 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 1 4 4 4 4 4 4
##   [1117] 2 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 1 4 2
##   [1153] 4 4 4 4 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 1
##   [1189] 4 4 2 4 4 4 1 4 1 4 4 4 4 2 4 4 4 4 4 4 4 4 4 1 4
##   [1225] 4 4 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 1 4 4 4
##   [1261] 4 4 4 4 4 4 4 4 4 4 4 1 4 4 4 4 4 1 4 4 4 4 4 4 4
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## [12313] 4 4 4 4

```

6.2.1 Vizualizing cluster

```
fviz_cluster(result, data = data2)
```



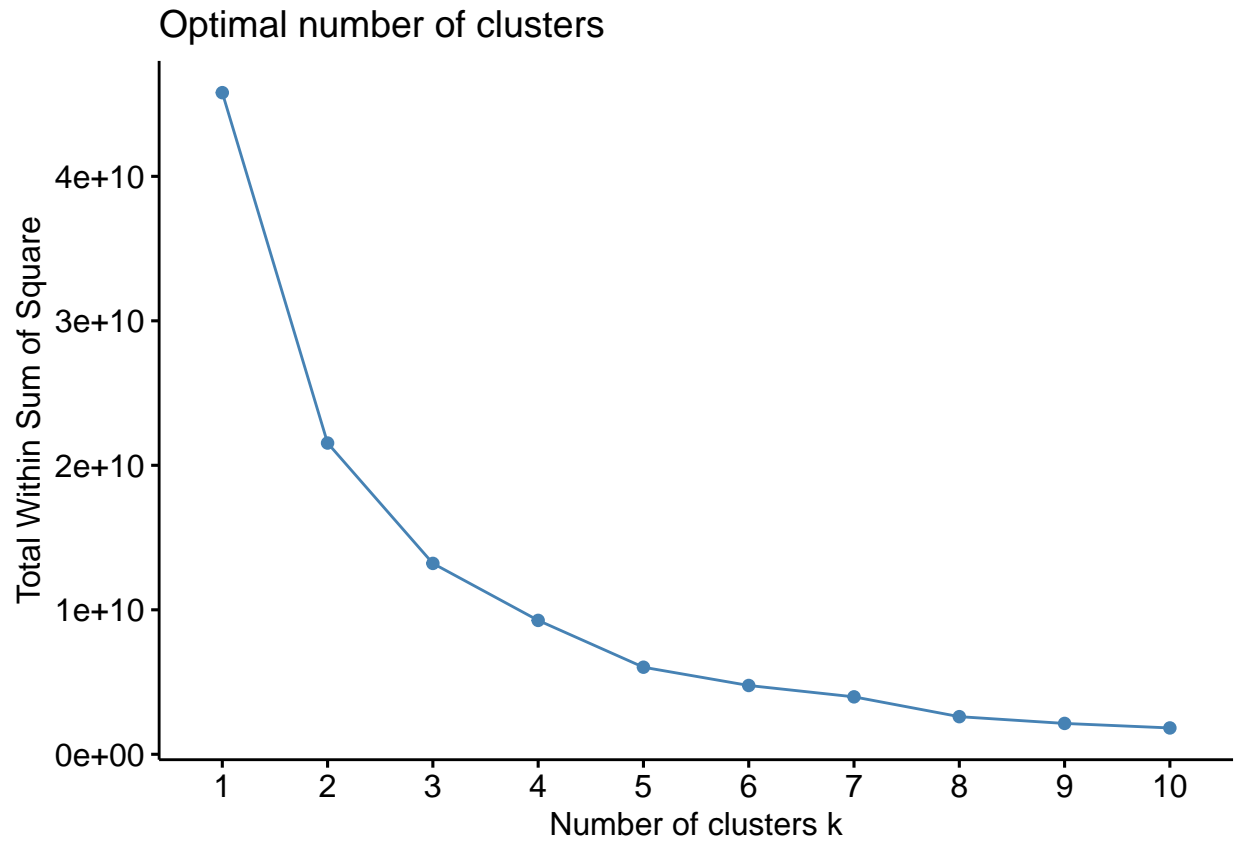
our cluster K=4 doesn't look that good, so lets try finding a better K value to see if the model will improve

6.2.2 Improving model/challenging soln

Determining the optimal number of clusters through various methods

a. Elbow Curve

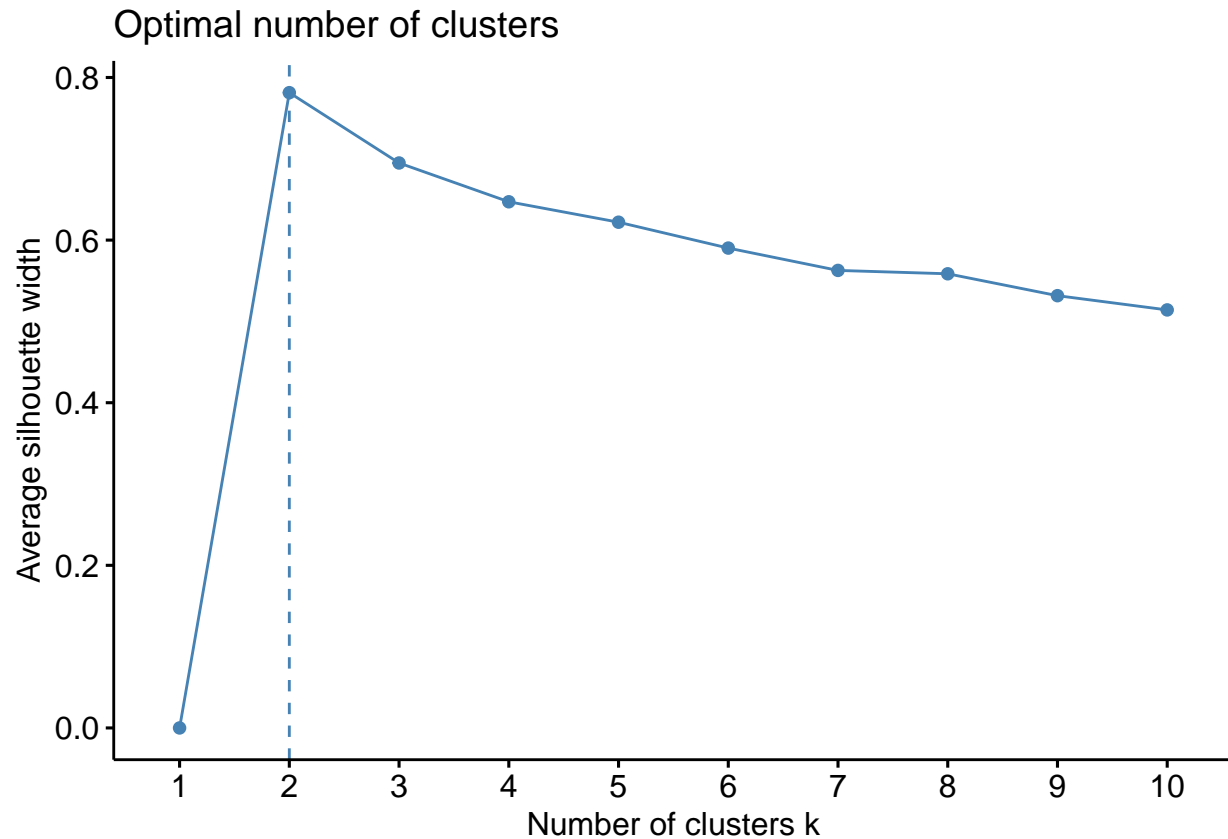
```
# Determining Optimal clusters (k) Using Elbow method
fviz_nbclust(x = data2, FUNcluster = kmeans, method = 'wss')
```



The above method suggests we use $K = 2$

b. Silhouette

```
# Determining Optimal clusters (k) Using Average Silhouette Method  
fviz_nbclust(x = data2, FUNcluster = kmeans, method = 'silhouette' )
```



The above method suggests we use $K = 2$

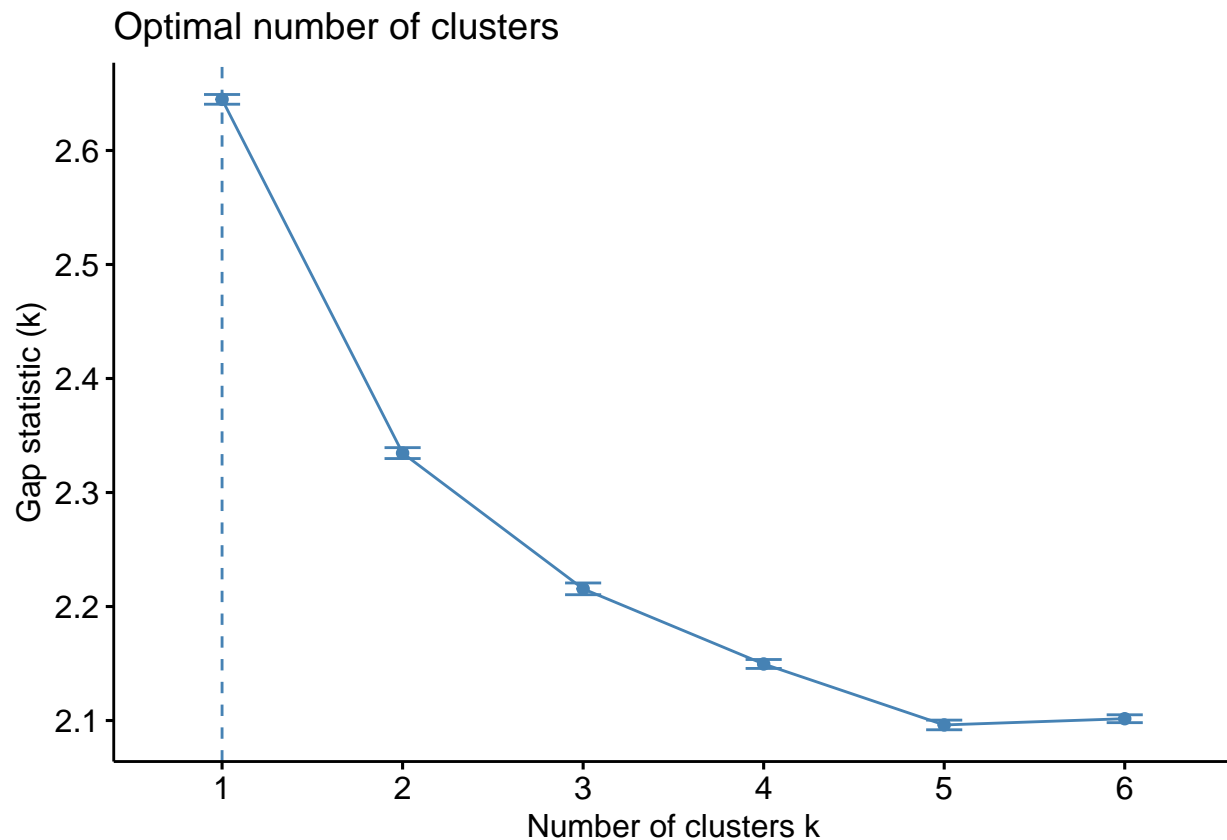
c. Gap Statistic

```
# compute gap statistic
set.seed(150)
gap_stat <- clusGap(x = data2, FUN = kmeans, K.max = 6, nstart = 15, B = 30 )

# Print the result
print(gap_stat, method = "firstmax")
```

```
## Clustering Gap statistic ["clusGap"] from call:
## clusGap(x = data2, FUNcluster = kmeans, K.max = 6, B = 30, nstart = 15)
## B=30 simulated reference sets, k = 1..6; spaceH0="scaledPCA"
## --> Number of clusters (method 'firstmax'): 1
##      logW    E.logW      gap    SE.sim
## [1,] 15.36406 18.00891 2.644847 0.004275541
## [2,] 15.00091 17.33548 2.334574 0.004789601
## [3,] 14.73986 16.95536 2.215495 0.005148495
## [4,] 14.54755 16.69714 2.149593 0.003912246
## [5,] 14.41068 16.50680 2.096118 0.004236018
## [6,] 14.25775 16.35933 2.101581 0.003444861
```

```
# plot the result to determine the optimal number of clusters.
fviz_gap_stat(gap_stat)
```



The above method suggests $K = 1$, this isn't a good suggestion since it damages the idea of clustering

Adjustments were made to the values i.e K_{max} , $nstart$ and B , it was noted that using a value exceeding 10 for the K_{max} gives a warning, and high values also didn't work for the $nstart$ and B

2 options suggested for $K = 2$

```
# Compute k-means clustering with k = 2
set.seed(150)
final <- kmeans(data2, centers = 2, nstart = 25)
print(final)
```

```
## K-means clustering with 2 clusters of sizes 933, 11383
##
## Cluster means:
##   Administrative Administrative_Duration Informational Informational_Duration
## 1      5.624866          207.73068          1.755627          146.3098
## 2      2.046736           70.51109           0.401388           25.3425
##   ProductRelated ProductRelated_Duration BounceRates ExitRates PageValues
## 1     135.47481          6093.2140 0.006524418 0.02077043    7.345740
## 2      23.26329           794.6432 0.023433404 0.04482478    5.777121
##   SpecialDay   Month OperatingSystems Browser   Region TrafficType
## 1 0.04587353 6.659164      2.145766 2.366559 2.900322    3.592712
## 2 0.06277783 6.123518      2.122375 2.356848 3.168321    4.109637
```

[illegible]

[illegible]

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##	[5797]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[5833]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[5869]	2	2	2	2	2	2	2	2	1	2	1	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[5905]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[5941]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[5977]	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	
##	[6013]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	
##	[6049]	2	2	2	2	1	2	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6085]	1	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6121]	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6157]	1	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6193]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6229]	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6265]	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	
##	[6301]	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6337]	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6373]	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6409]	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	2	
##	[6445]	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[6481]	1	2	2	2	2</																						

[illegible]

##	[9541]	2	2	2	2	1	2	2	2	1	2	2	2	1	2	2	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2
##	[9577]	2	2	2	2	1	1	2	2	2	2	2	2	2	1	2	2	1	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	
##	[9613]	2	1	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[9649]	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
##	[9685]	2	2	2	2	2	2	1	1	2	2	2	1	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[9721]	2	2	1	2	2	2	2	2	1	2	2	2	2	2	1	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[9757]	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	
##	[9793]	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	
##	[9829]	2	2	2	1	1	2	2	2	2	2	2	2	2	1	2	2	2	1	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	
##	[9865]	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	
##	[9901]	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2	2	1	2	2	2	2	1	2	2	2	2	1	2	2	2	2	2	2	2	2	2	
##	[9937]	2	1	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2	2	2	2	2	1	2	1	2	2	2	2	1	2	2	2	2	2	1	2	
##	[9973]	2	2	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[10009]	2	2	2	2	2	2	2	2	2	1	2	2	2	2	1	2	2	2	2	2	2	2	2	1	2	1	2	2	2	2	2	2	2	2	2	2	
##	[10045]	1	2	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2	2	2	2	1	2	2	1	2	2	1	2	2	2	2	2	2	1	2		
##	[10081]	2	2	2	2	2	2	2	2	1	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[10117]	2	2	2	2	2	1	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
##	[10153]	2	2	1	2	1	2	1	2	2	2	1	2	2	2																							

```

## [11485] 2 2 2 2 2 2 2 1 2 2 2 2 2 1 1 1 2 1 2 1 1 1 2 2 2 2 2 1 2 2 2 2 2 2 2
## [11521] 2 1 2 1 2 2 2 2 2 2 2 2 2 2 1 1 2 2 2 2 2 1 2 2 2 2 2 1 2 2 2 2 2 2 2
## [11557] 2 2 2 1 1 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 1 2 2 2 2 1 2 2 2 2 1 1 2 2 2
## [11593] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
## [11629] 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
## [11665] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 1 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 1 1
## [11701] 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 1 1 1 2 2 2 2 2 1 2 2 2 2 2 2
## [11737] 1 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2
## [11773] 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
## [11809] 1 2 1 2 1 2 1 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 1 1 1 1 1 1 2 2
## [11845] 1 2 2 2 2 2 2 2 1 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2
## [11881] 2 2 2 2 2 2 2 2 2 2 2 1 2 1 2 2 2 2 2 2 2 2 1 2 2 2 2 1 2 2 2 2 2 2 2
## [11917] 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1
## [11953] 2 2 2 2 2 2 2 1 2 2 2 1 2 2 2 2 2 1 2 2 1 2 1 2 2 1 2 2 1 2 2 2 2 2 2
## [11989] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2
## [12025] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 1 2 2 2
## [12061] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 1 1 2 2 2 2 2 1 2 2 2 1 2
## [12097] 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 1 2 1 2 2
## [12133] 2 2 1 2 2 2 1 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 2 2 1 1 2 2 2 2 2 1 1 2
## [12169] 2 2 2 2 2 2 1 2 1 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 1 2
## [12205] 2 2 2 1 2 2 1 2 2 2 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 1 2 2 2 2 2 1 2 2 2
## [12241] 2 2 2 2 2 2 1 1 2 2 2 1 2 2 2 2 2 2 2 2 2 2 1 2 2 2 1 2 2 1 2 1 2 2
## [12277] 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2
## [12313] 2 2 2 2
##
## Within cluster sum of squares by cluster:
## [1] 13749250056 7792396189
## (between_SS / total_SS = 53.0 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"

```

The $\text{between_SS} / \text{total_SS} = 53.0 \%(0.53)$, total_ss is a measure of the total variance in your data set that is explained by the clustering i.e reduction in sums of squares

Ideally the BSS/TSS ratio should approach 1

```
fviz_cluster(final, data = data2)
```



The visualization above is better than what we previously had

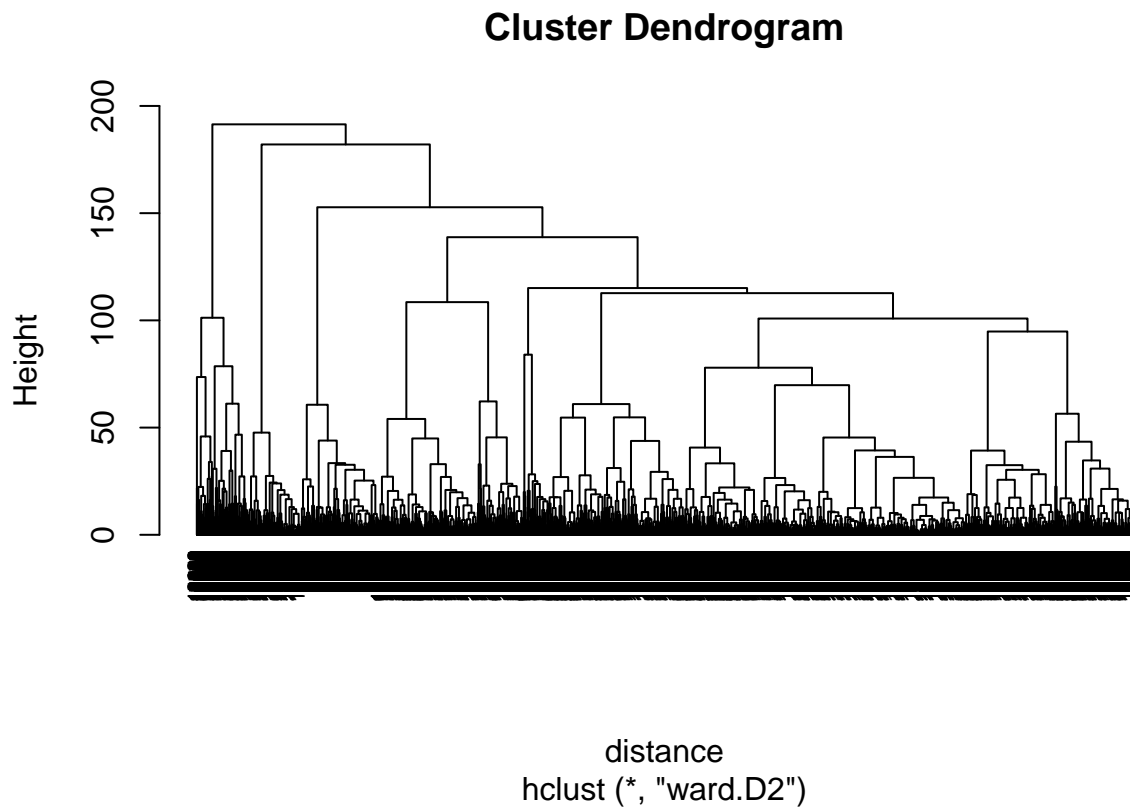
6.3 Hierarchical Clustering

```
# scale the values
data3 <- scale(data2)
```

```
# specify the distance method
distance <- dist(data3, method = 'euclidean')
```

```
# Perform clustering on the dataframe
hier_clust <- hclust(distance, method = 'ward.D2')
```

```
plot(hier_clust, cex = 0.6, hang = -1)
```



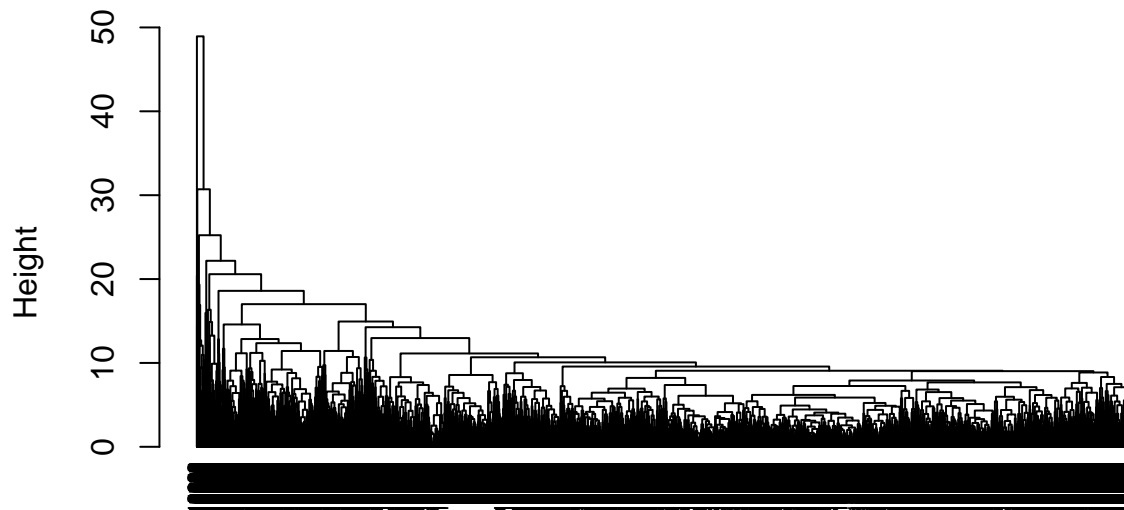
6.3.1 challenging first hierarchical model

we will do this by using a different method i.e complete

```
# specify the distance method  
distance2 <- dist(data3, method = 'euclidean')  
  
# Perform clustering on the dataframe  
hier_clust2 <- hclust(distance2, method = 'complete')
```

```
plot(hier_clust2, cex = 0.6, hang = -1)
```


Cluster Dendrogram



```
distance2  
hclust (*, "complete")
```

Comparing the first model using method as Ward.D2 and the second model using complete, Ward.D2 worked so much better

7. Conclusions and Recommendations

K_means clustering and Hierarchical clustering are great algorithms to use in unsupervised datasets

In our modeling with K_means clustering using $K = 2$ gave a better visualization of our dataset

For the Hierarchical clustering model using the ward.d2 method gave way better visualization

Comparing both algorithms hierarchical clustering gave better results and is easier to implement as compared to K_means