

7043

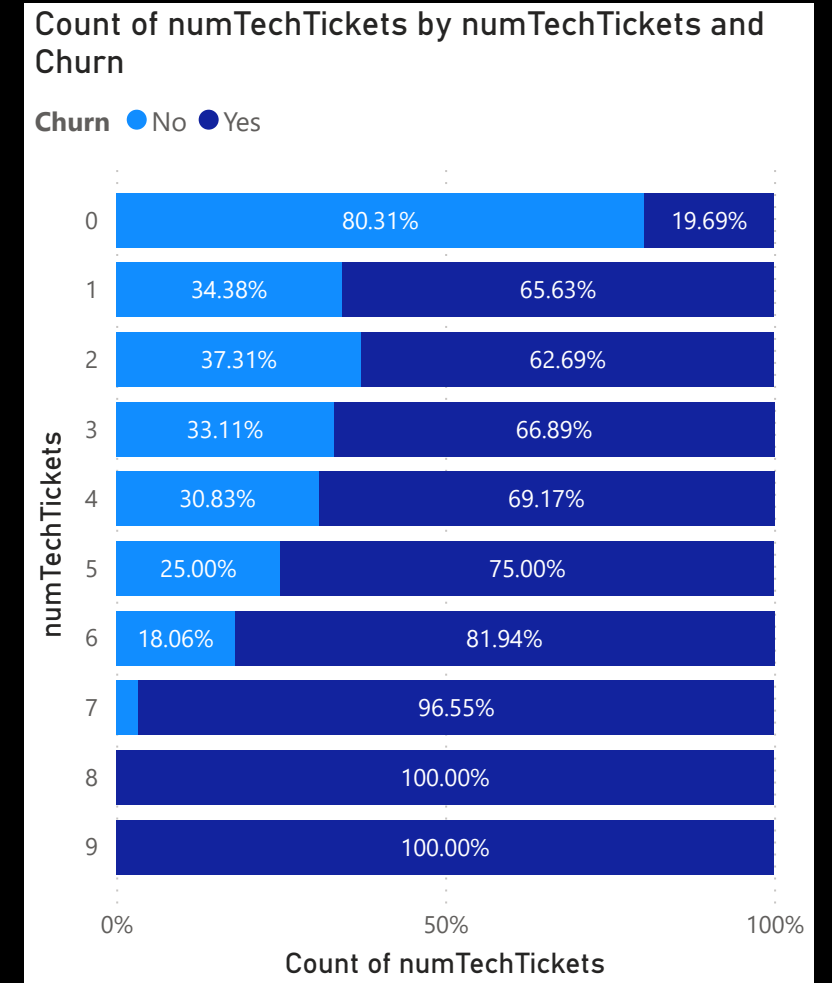
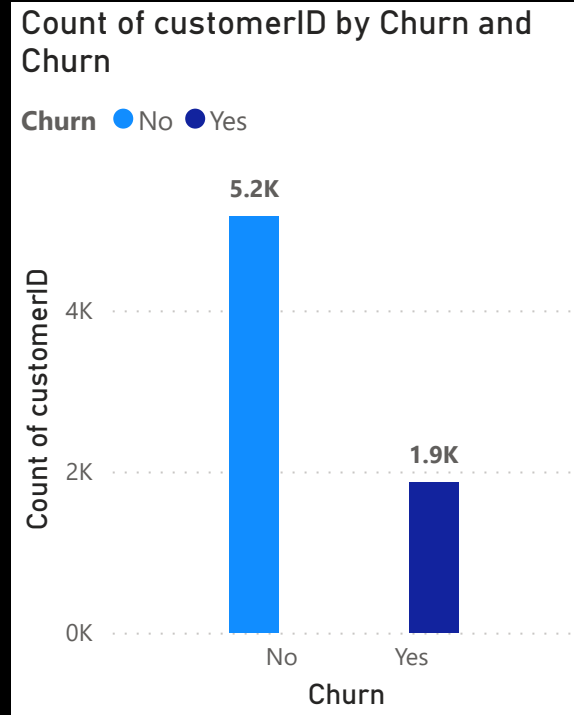
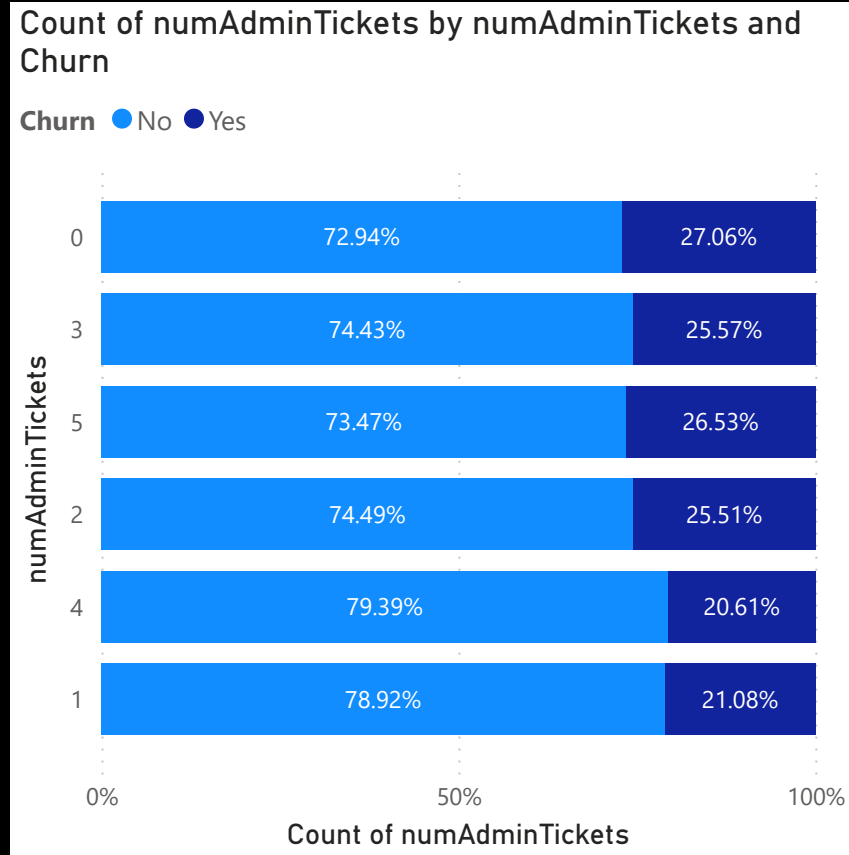
Count of numAdminTickets

7043

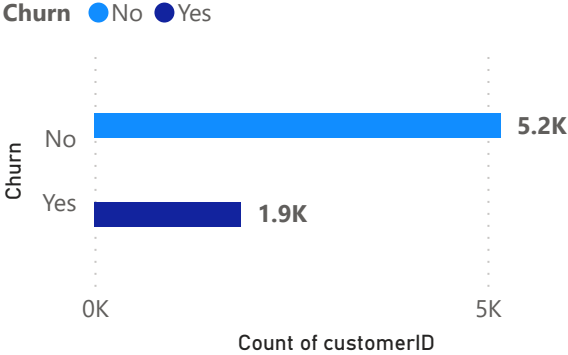
Count of customerID

7043

Count of numTechTickets



Count of customerID by Churn and Churn

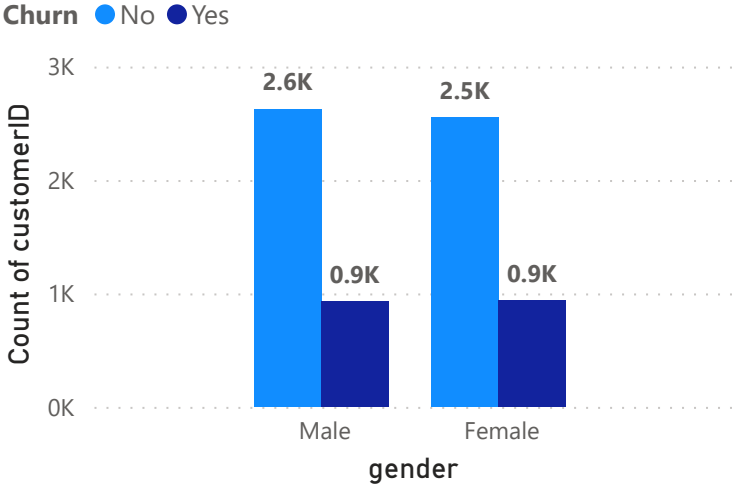


Number of Risky Customers

1869

Count of customerID

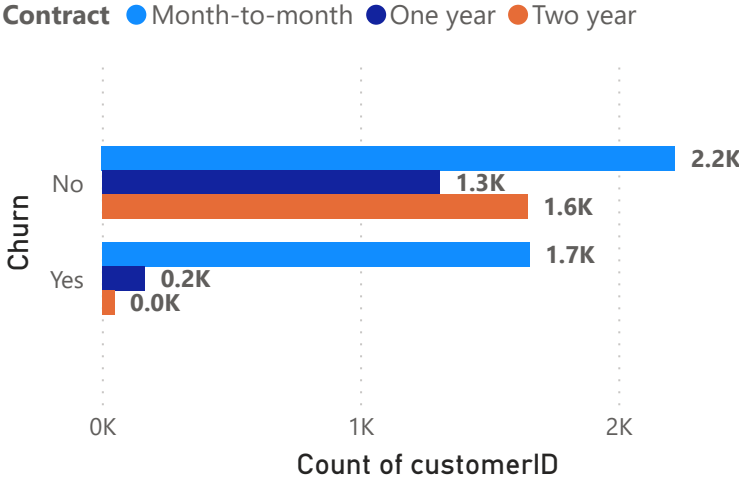
Count of customerID by gender and Churn



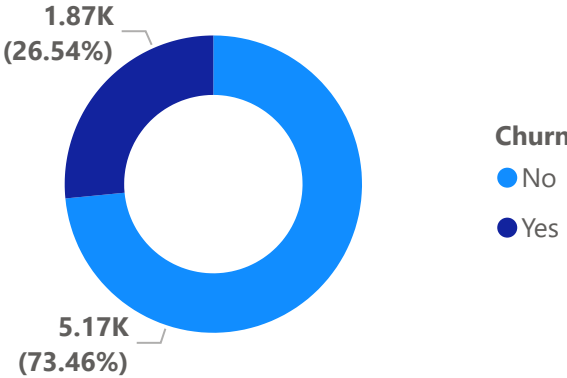
7043

Count of customerID

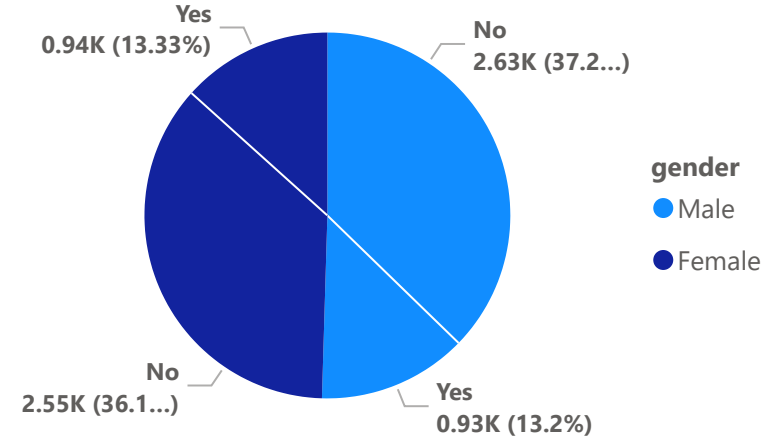
Count of customerID by Churn and Contract



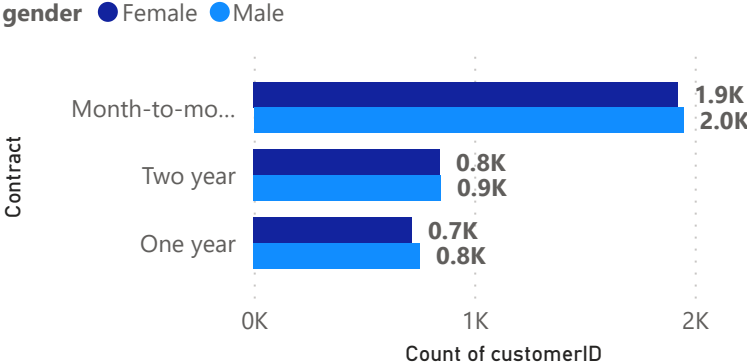
Count of customerID by Churn



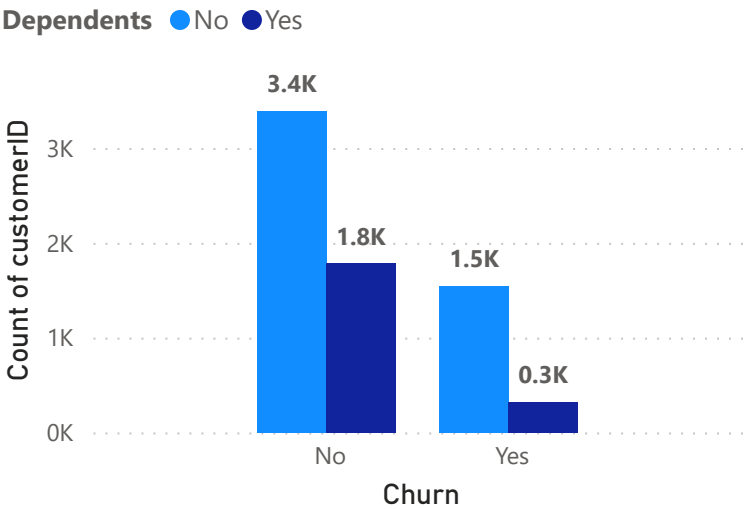
Count of customerID by gender and Churn



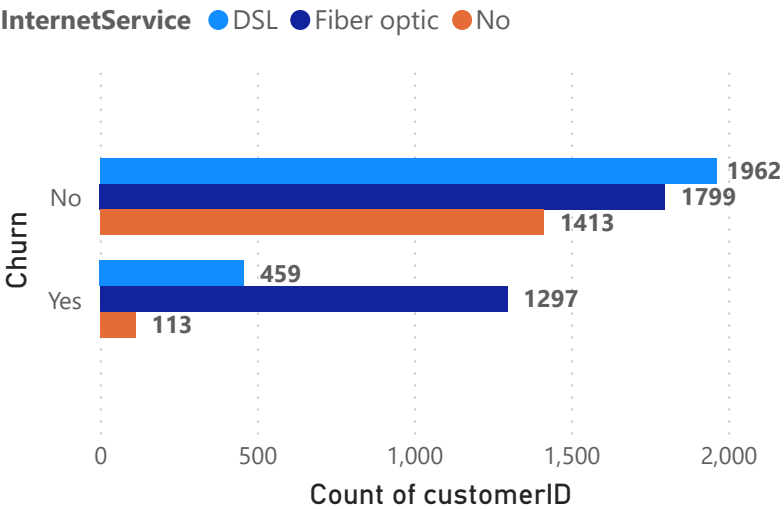
Count of customerID by Contract and gender



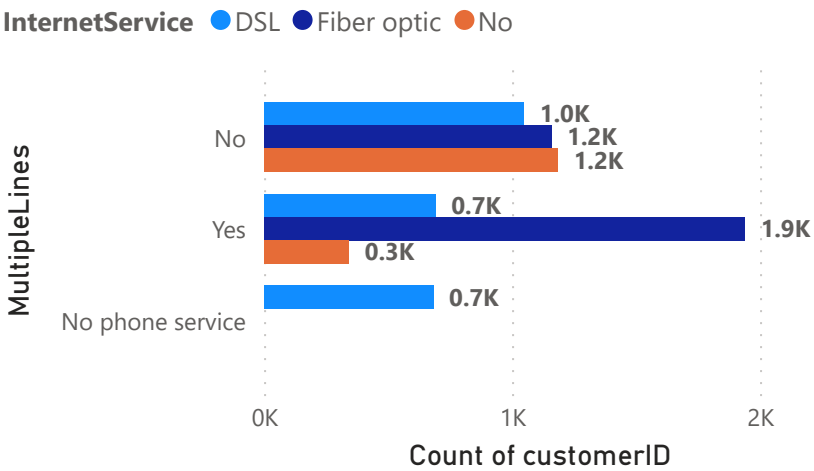
Count of customerID by Churn and Dependents



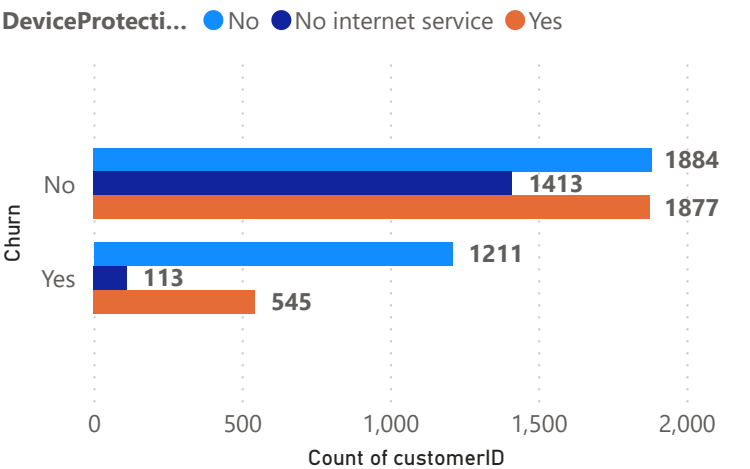
Count of customerID by Churn and InternetService



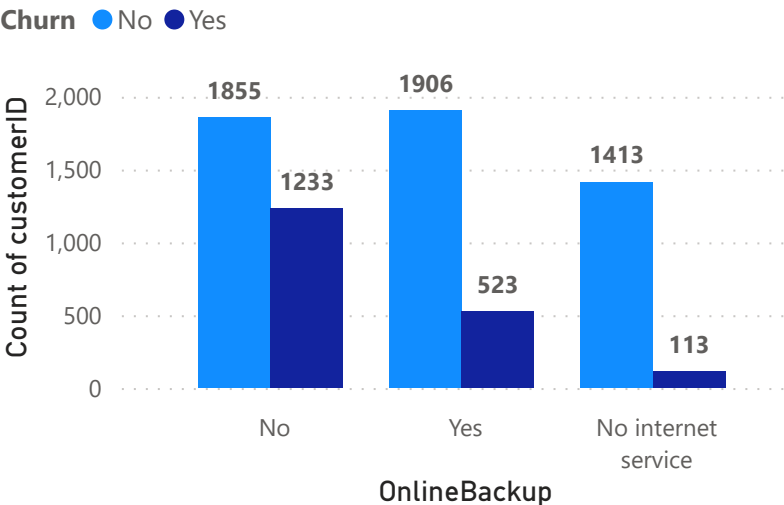
Count of customerID by MultipleLines and InternetService



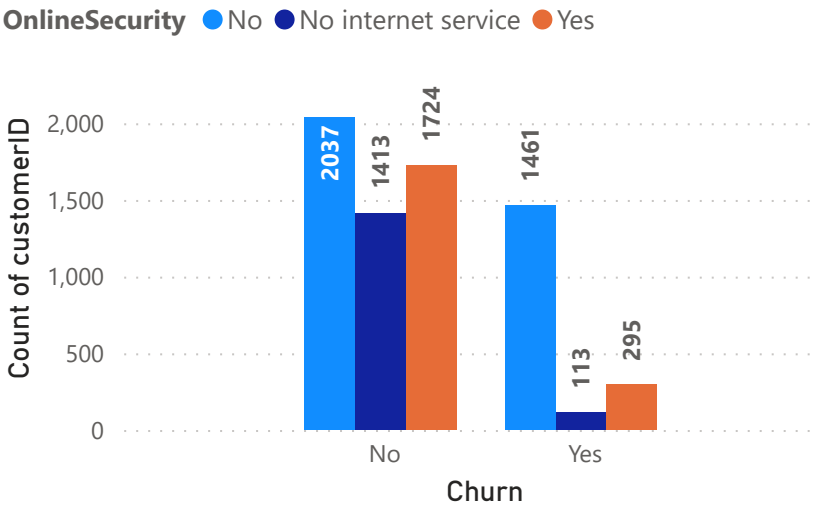
Count of customerID by Churn and DeviceProtection



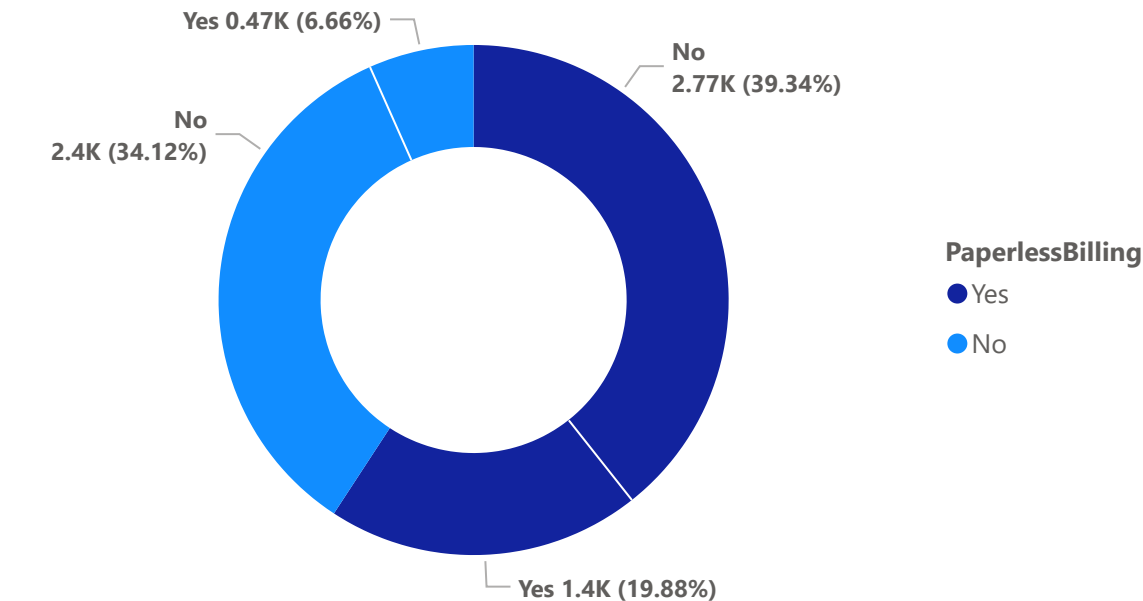
Count of customerID by OnlineBackup and Churn



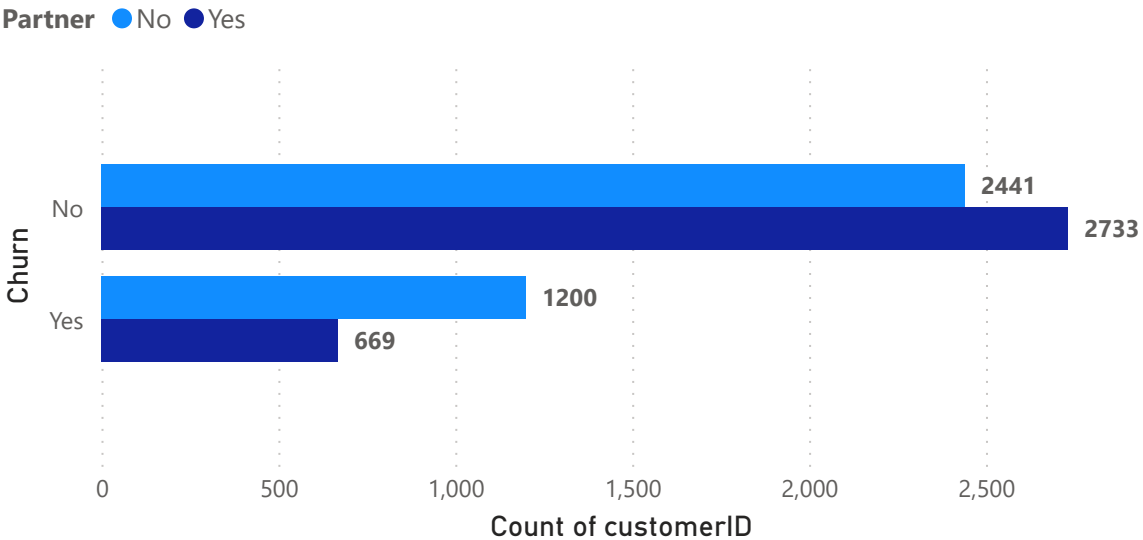
Count of customerID by Churn and OnlineSecurity



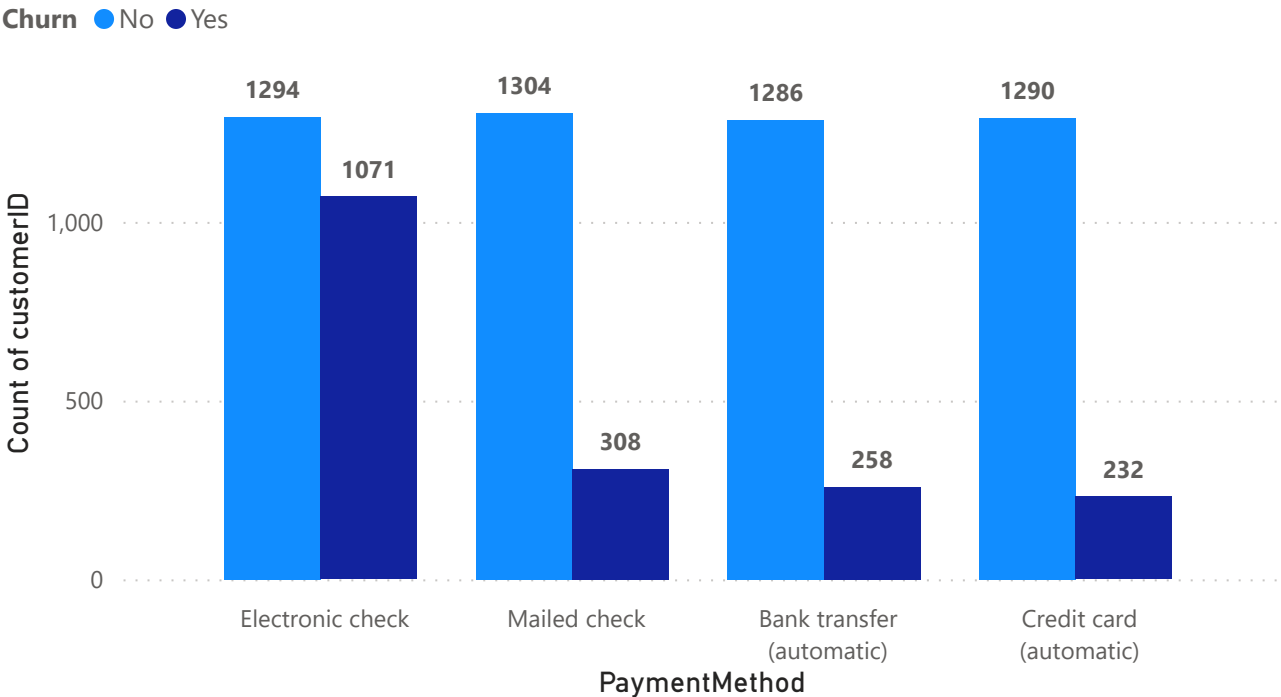
Count of customerID by PaperlessBilling and Churn



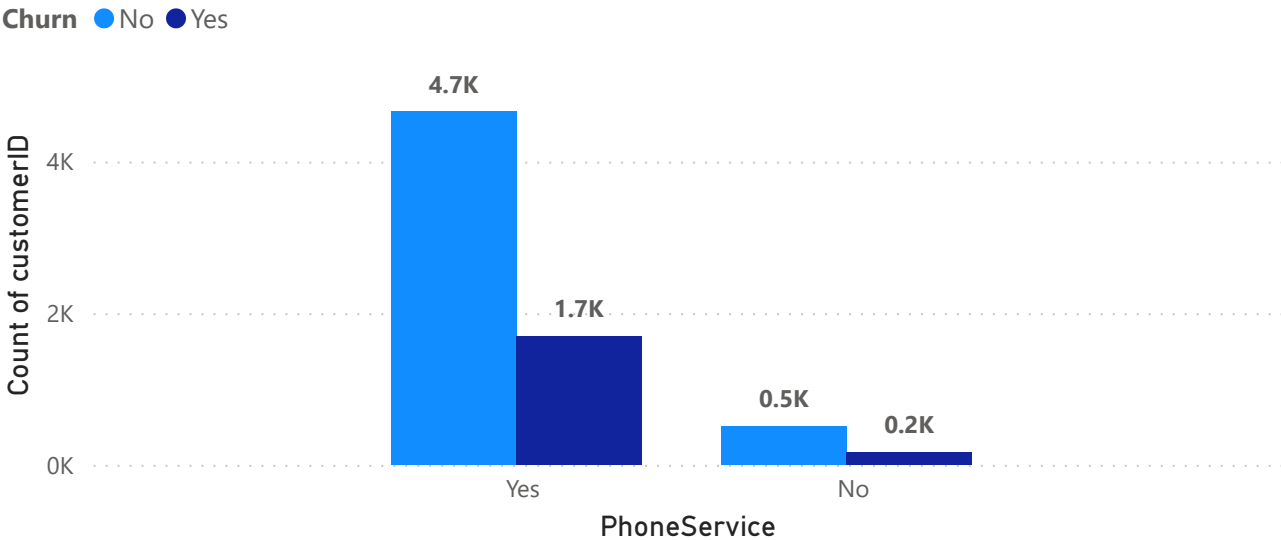
Count of customerID by Churn and Partner

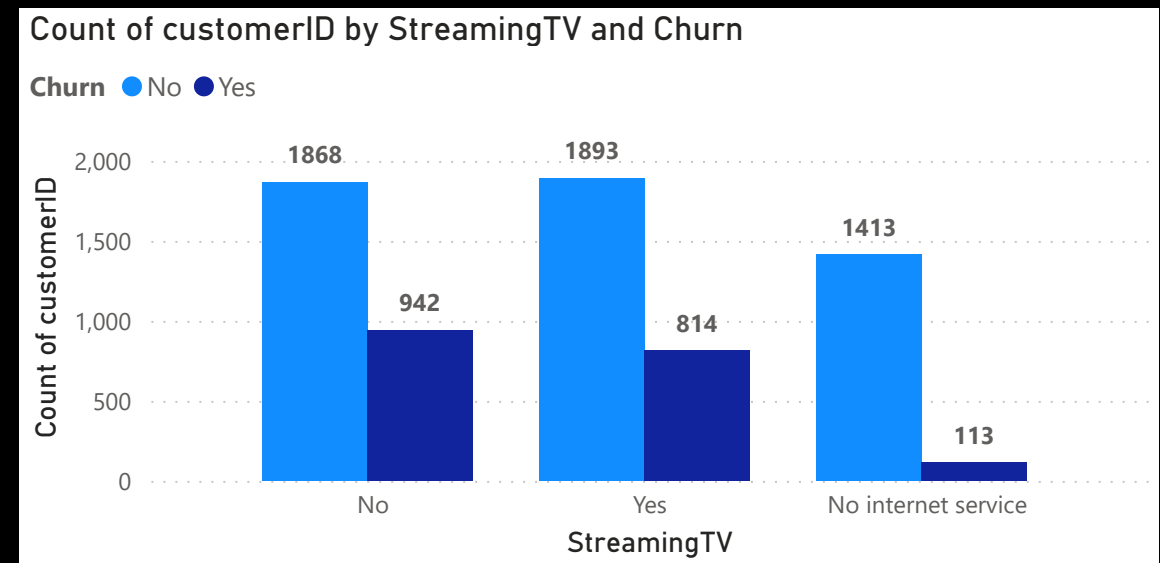
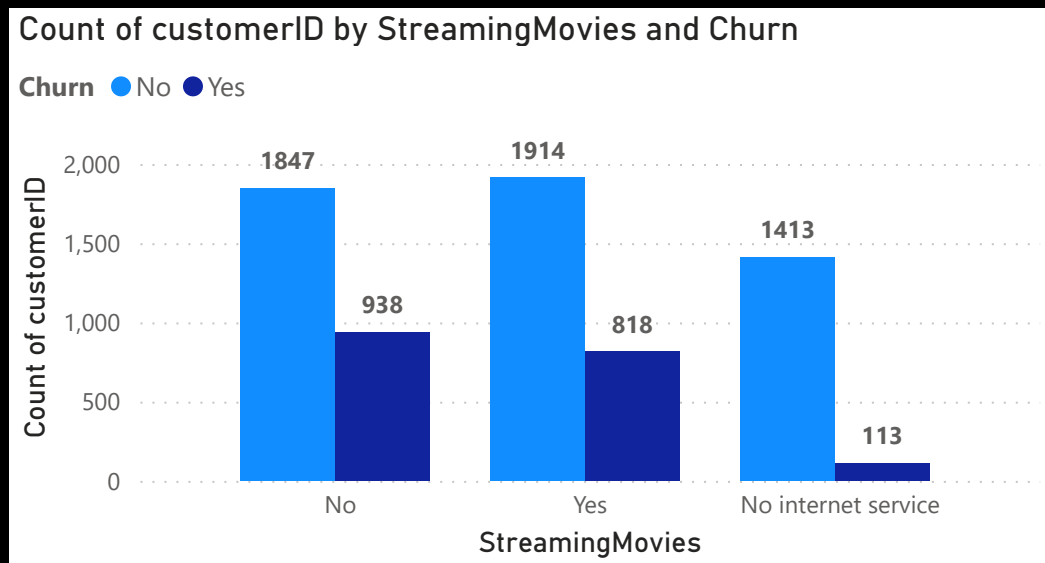
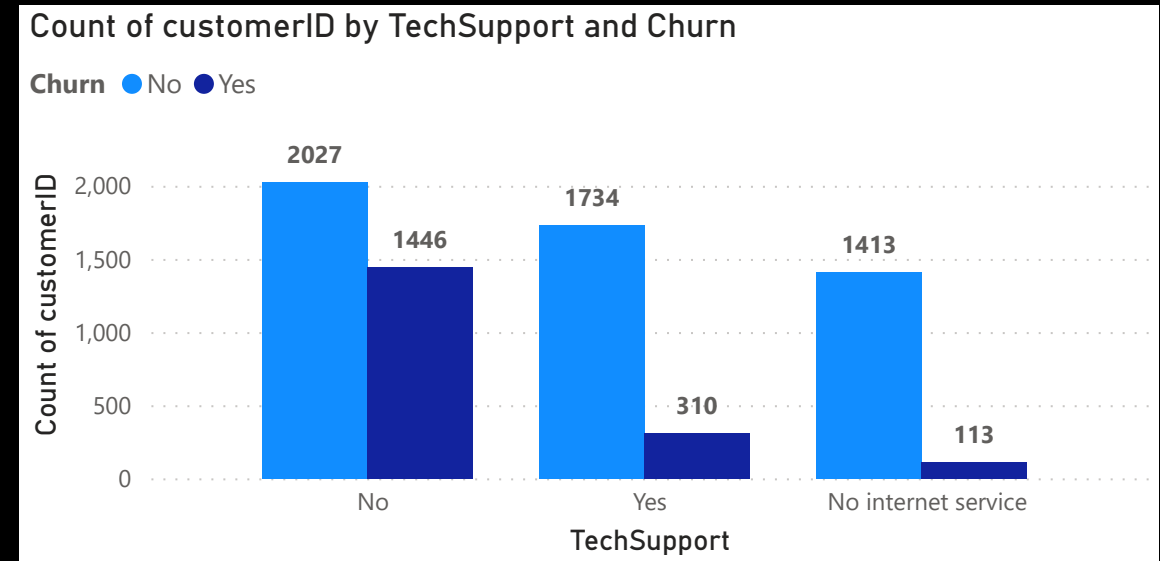
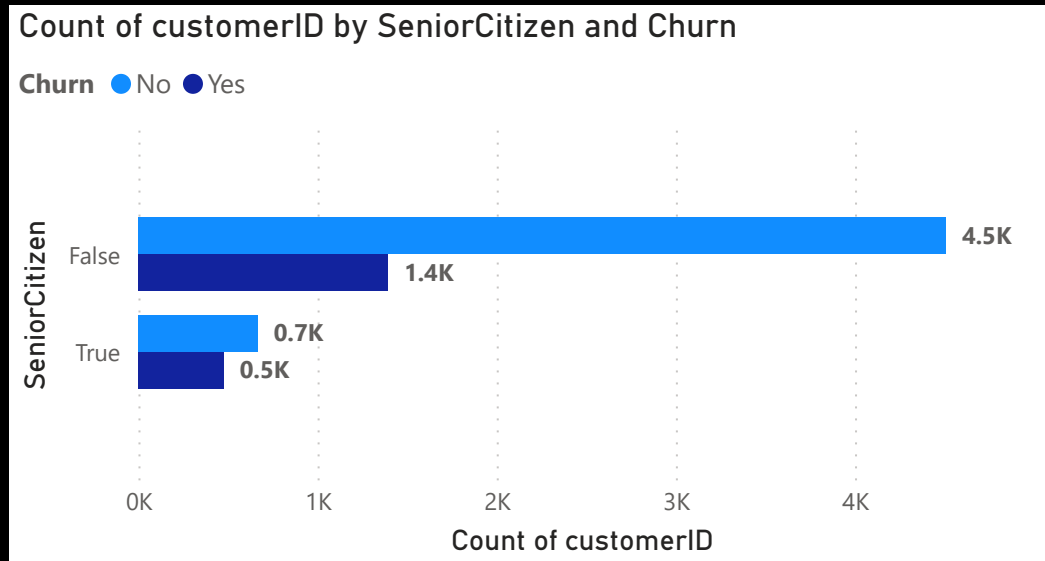


Count of customerID by PaymentMethod and Churn



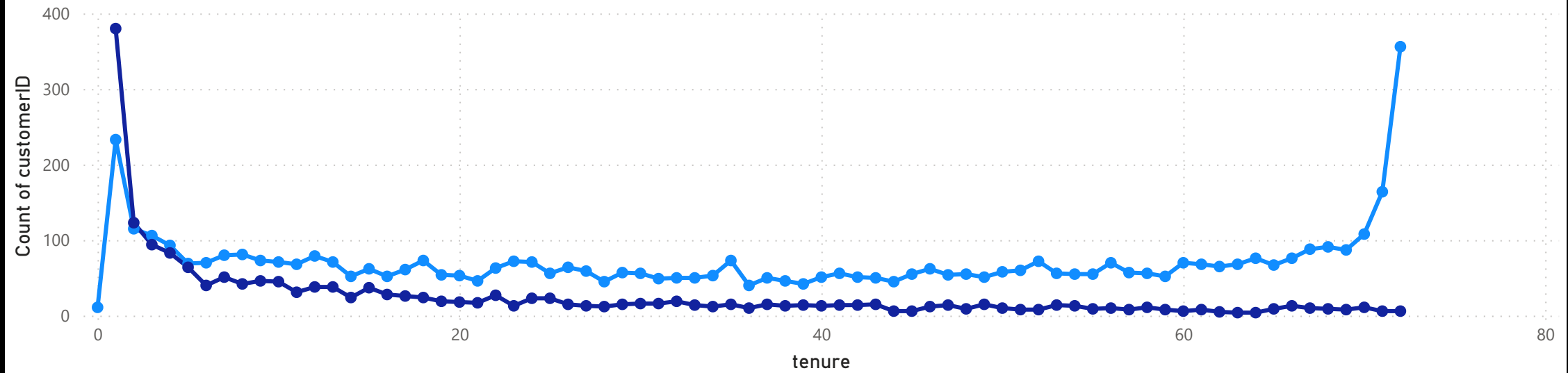
Count of customerID by PhoneService and Churn





Count of customerID by tenure and Churn

Churn ● No ● Yes



Key influencers Top segments

What influences Churn to be ?

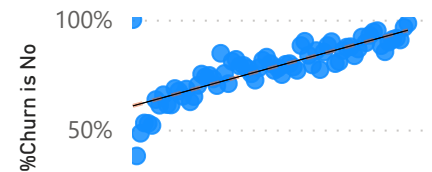
When...

....the likelihood of Churn being No increases by

tenure goes up 24.56

2.56x

← On average when tenure increases, the likelihood of Churn being No increases.



Key influencers Top segments

What influences Churn to be ?

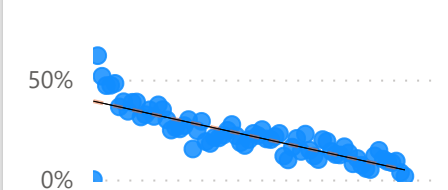
When...

....the likelihood of Churn being Yes increases by

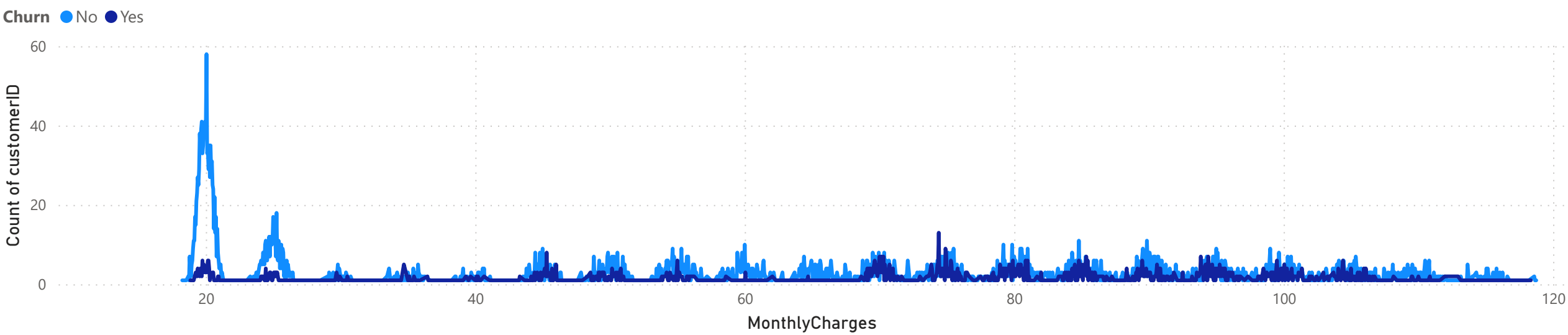
tenure goes down 24.56

2.56x

← On average when tenure decreases, the likelihood of Churn being Yes increases.



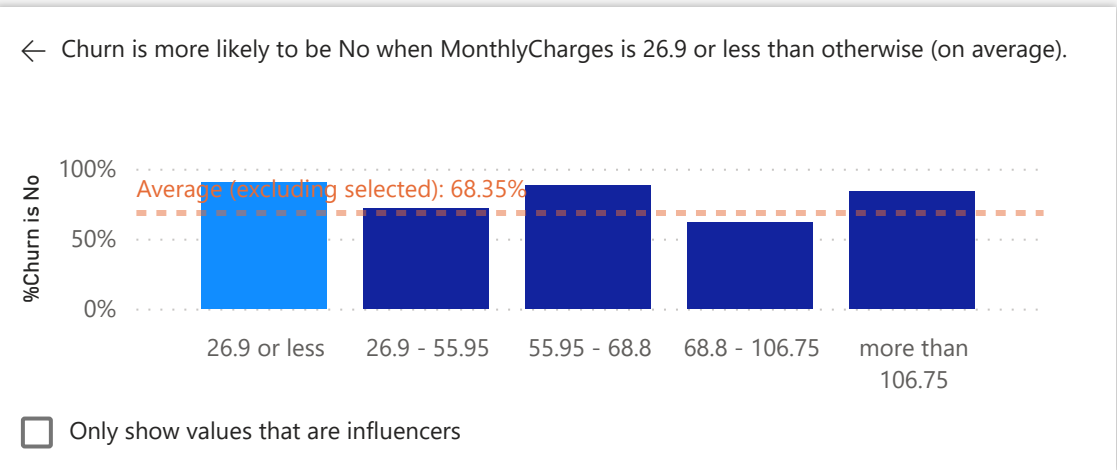
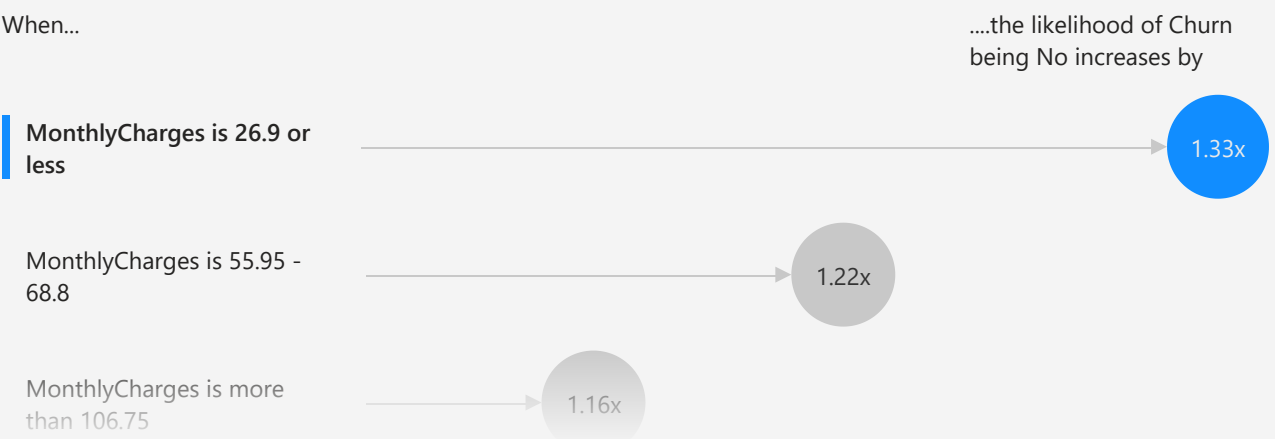
Count of customerID by MonthlyCharges and Churn



Key influencers Top segments



What influences Churn to be No ?



Key influencers Top segments



What influences Churn to be ?

When...

....the likelihood of Churn
being No increases by

TotalCharges is more than
3273.55

1.24x

TotalCharges is 347.65 -
3273.55

1.05x

Key influencers Top segments



What influences Churn to be ?

When...

....the likelihood of Churn
being Yes increases by

TotalCharges is 68.45 -
96.45

2.90x

TotalCharges is 68.45 or less

1.60x

TotalCharges is 96.45 -
347.65

1.44x