

CHURN ANALYSIS DASHBOARD

TELECOM CUSTOMER DATA

Churn

☐ No

☒ Yes

Internet Service

☐ DSL

☐ Fiber optic

☐ No

Contract

☐ Month-to-month

☐ One year

☐ Two year

Unretention et Total customers



7043

Total customers

885

Admin tickets

2173

Tech tickets

26,54 %

Ratio Churn

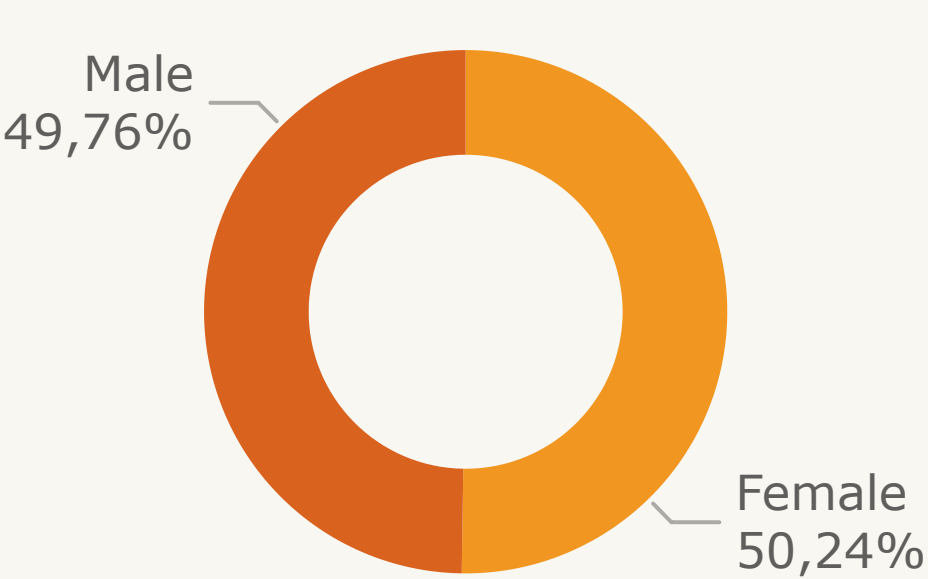
74,44 CHF

Avg. Monthly charges

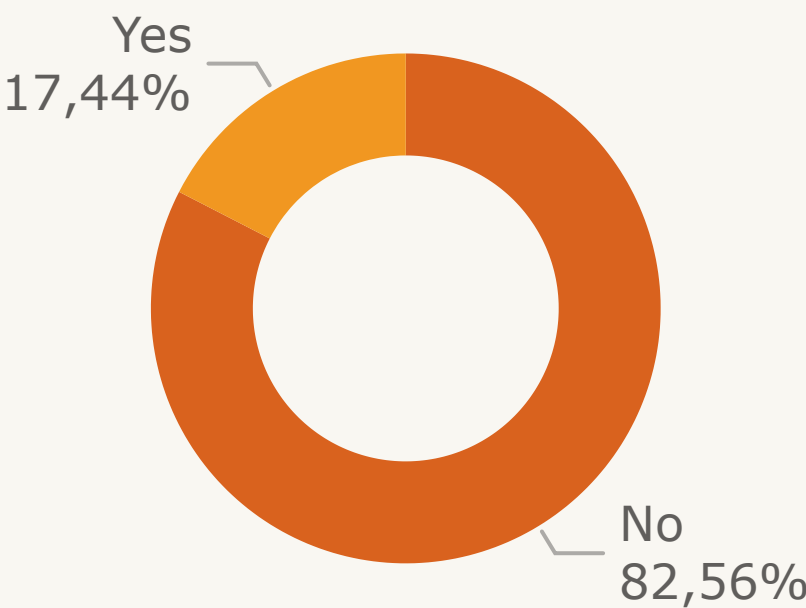
1 531,80 CHF

Avg. Total charges

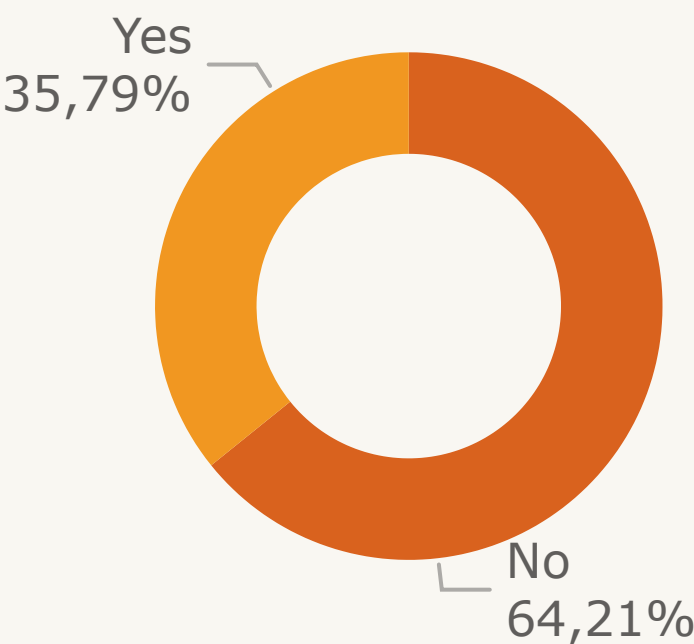
Total customers by gender



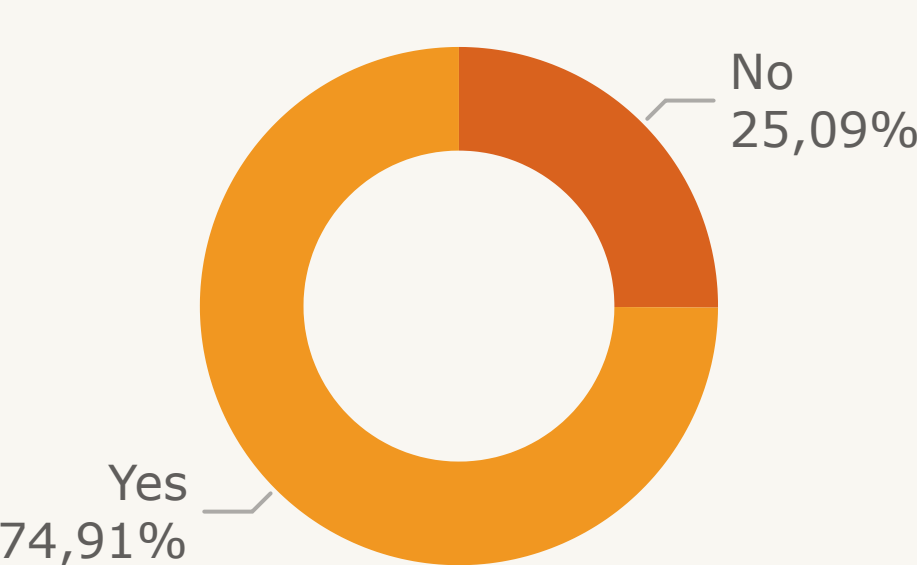
Total customers by Dependents



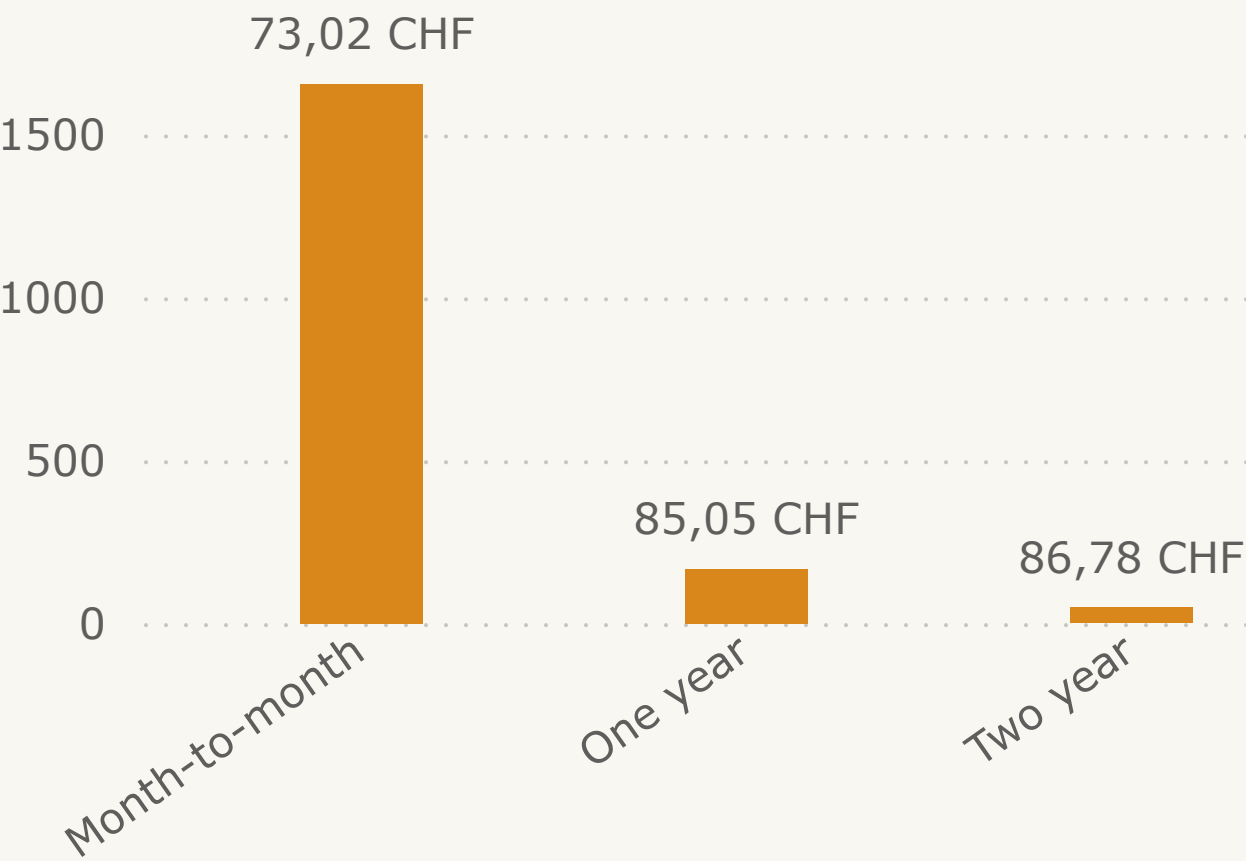
Total customers by Partner



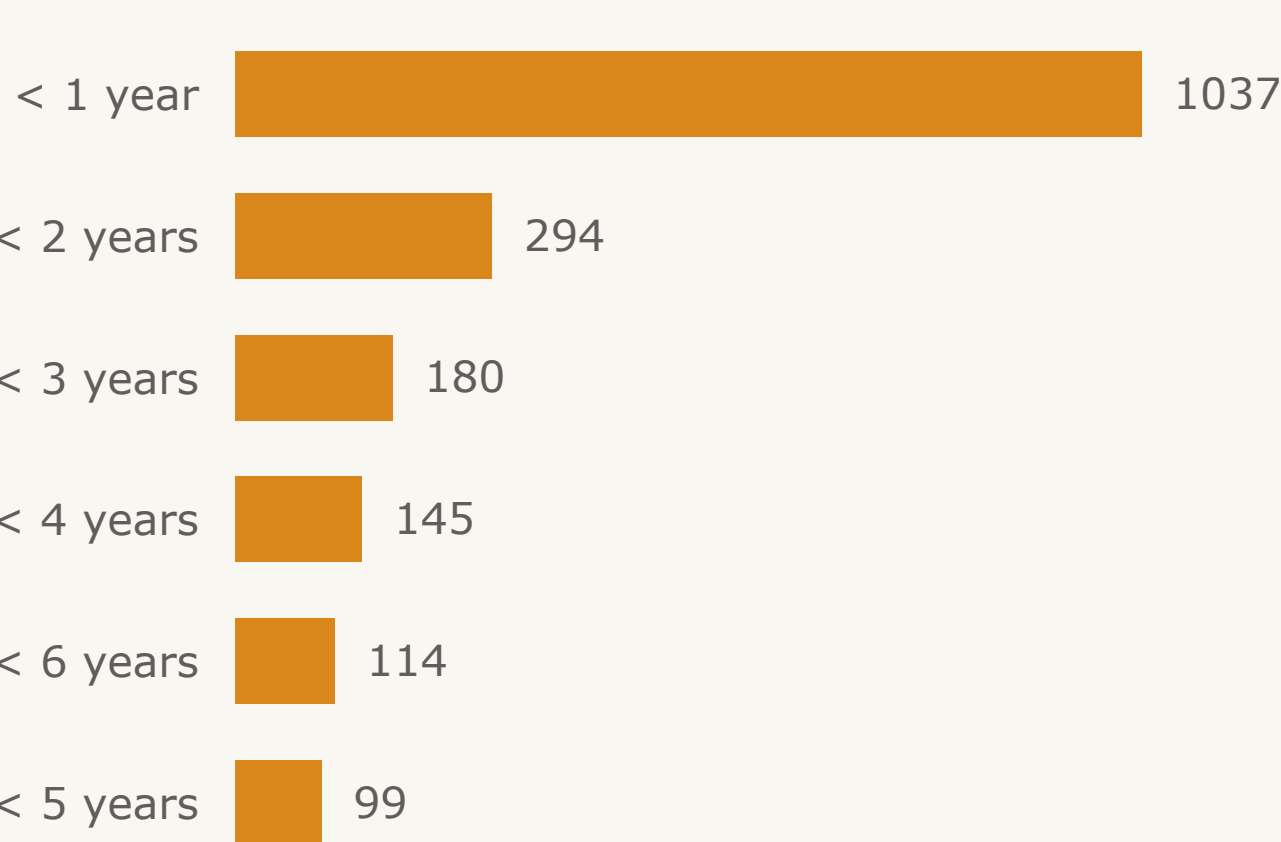
Total customers par PaperlessBilling



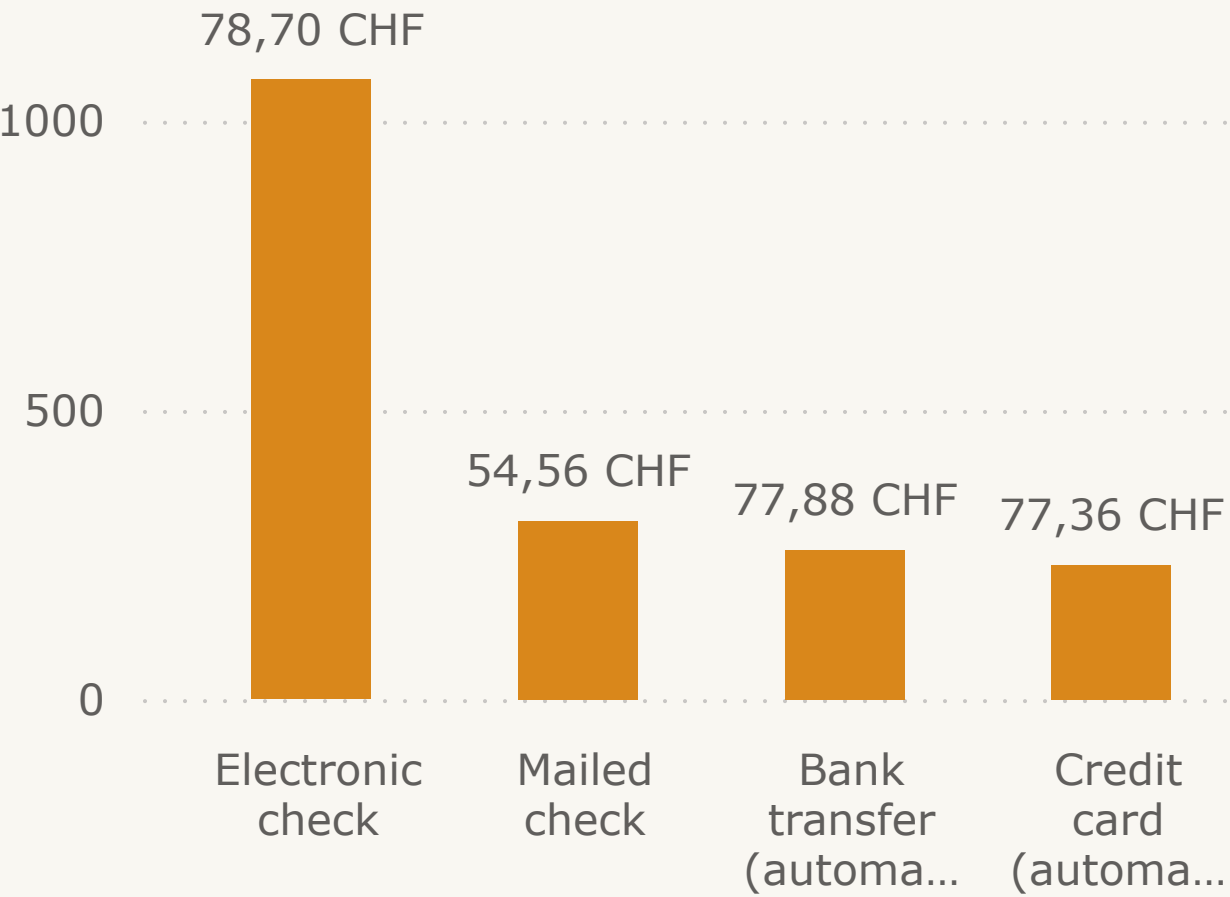
Monthly charges by Contract



Total customers by Subscription



Total customers by PaymentMethod



CHURN ANALYSIS DASHBOARD

TELECOM CUSTOMER DATA

Churn No Yes

Partner

☐ No

☐ Yes

Gender

☐ Female

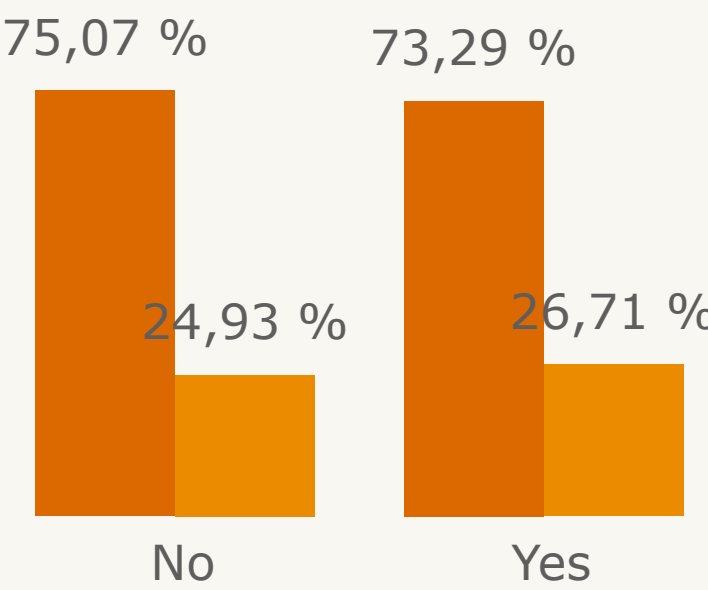
☐ Male

Dependents

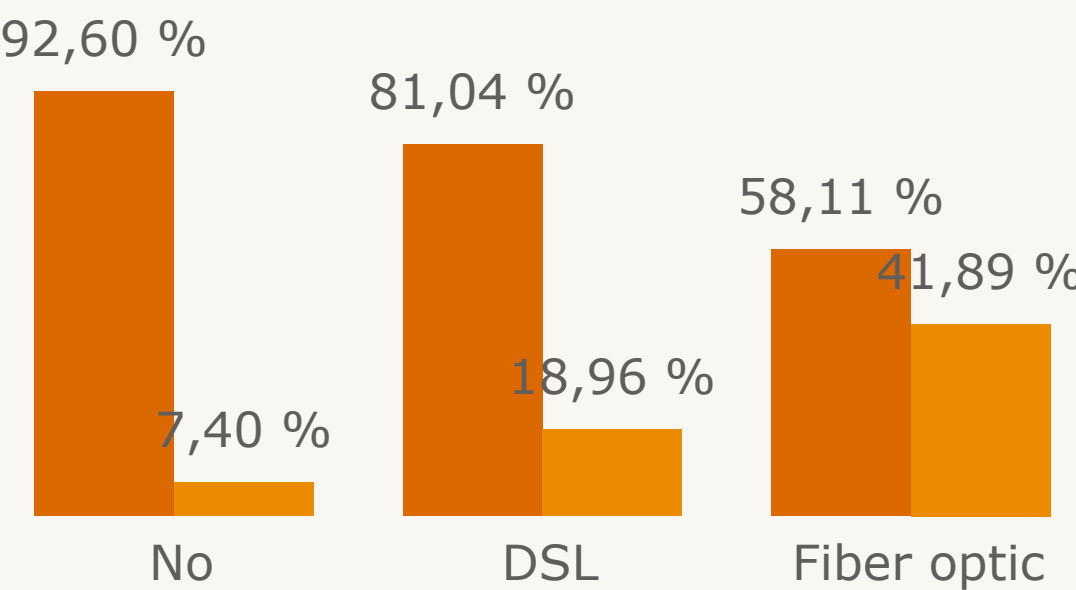
☐ No

☐ Yes

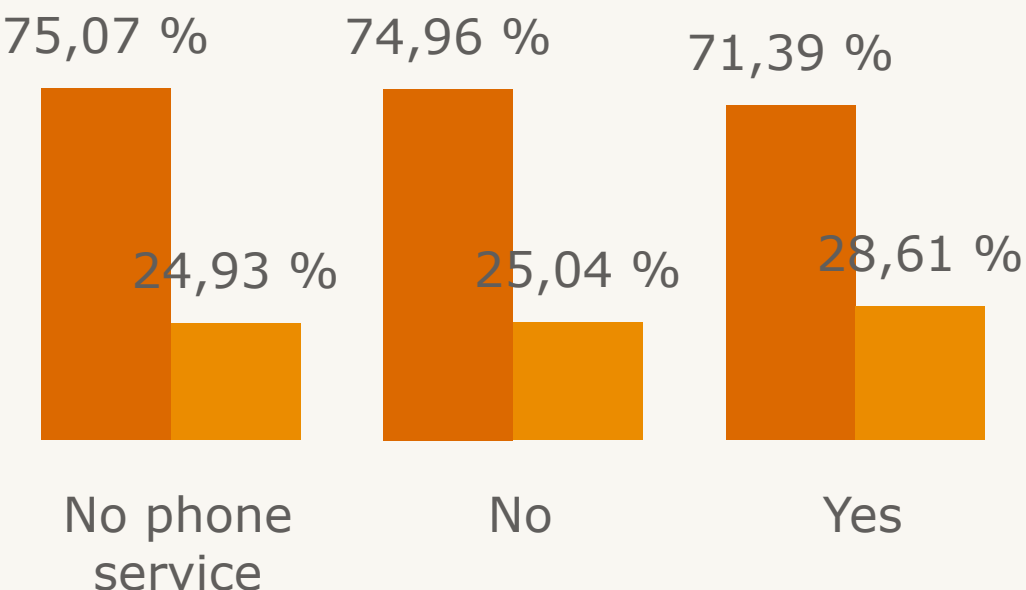
Total customers by PhoneService



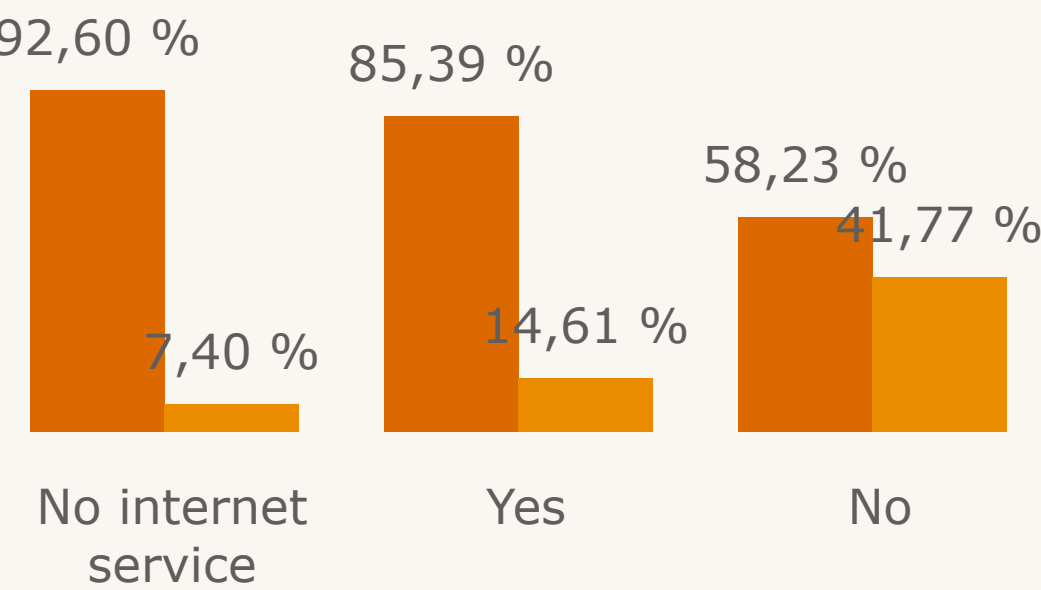
Churn by Contract



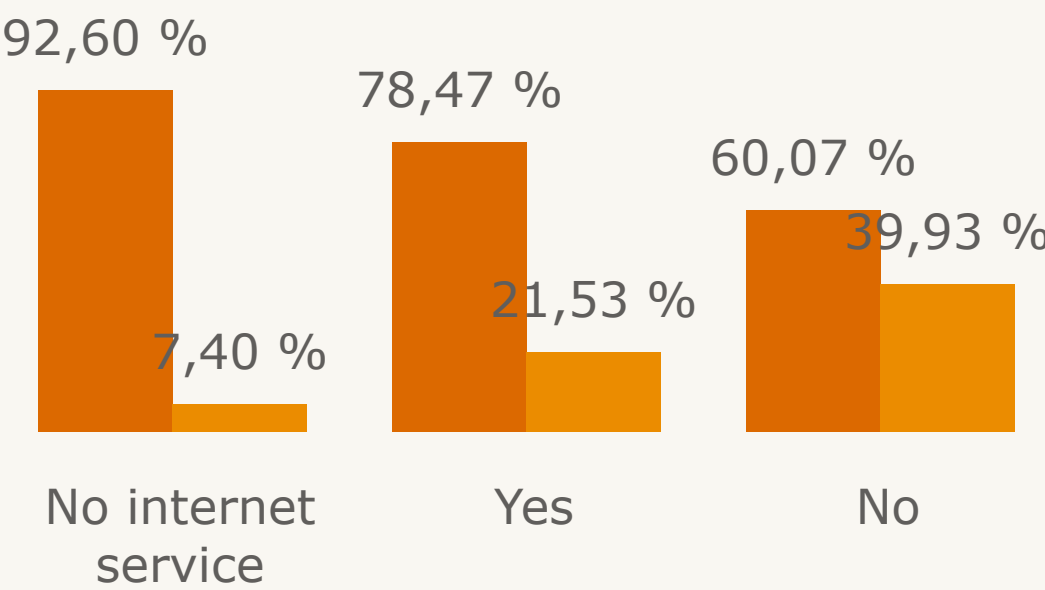
Total customers by MultipleLines



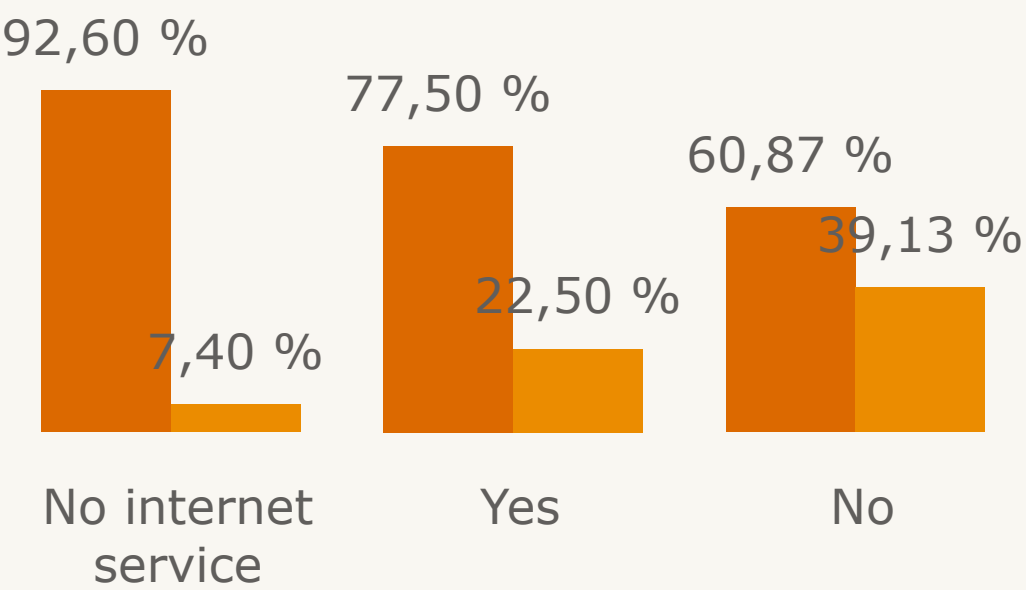
Total customers by OnlineSecurity



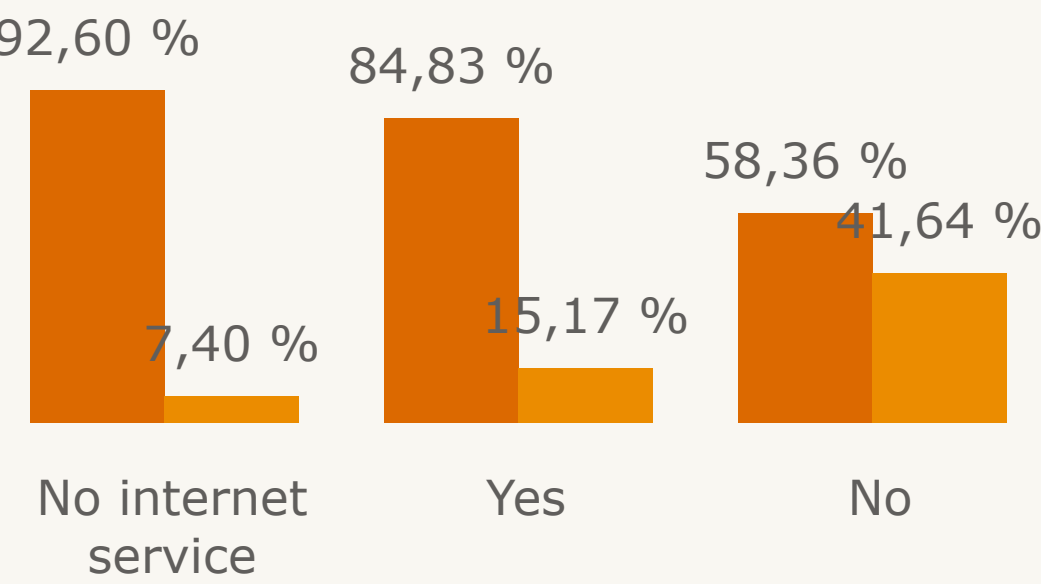
Total customers by OnlineBackup



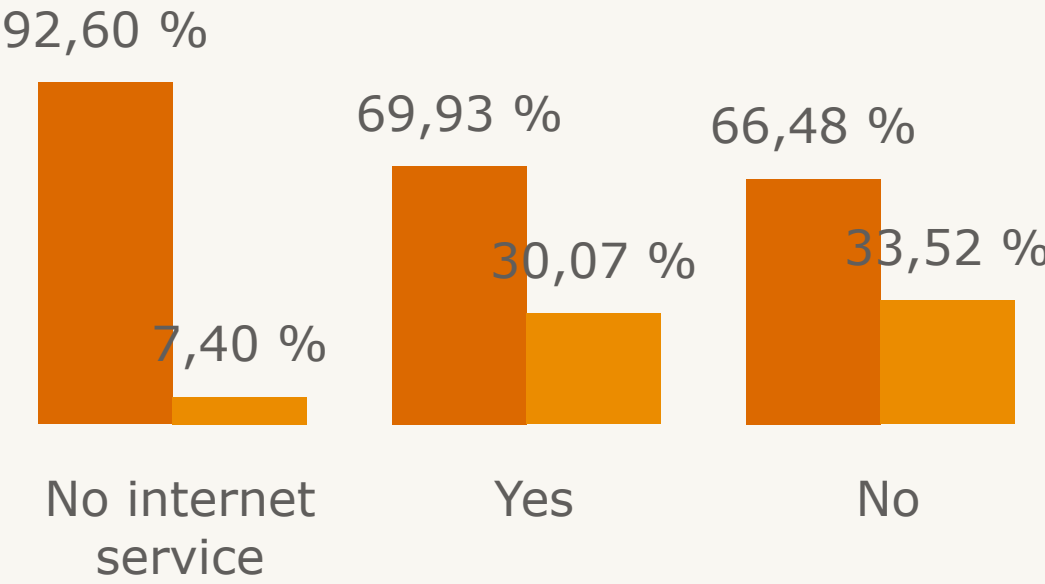
Total customers by DeviceProtection



Total customers by TechSupport



Total customers byStreamingTV



Total customers by PhoneService

