Churn Prediction Model

June 26, 2024

1 Importing Necessary Libraries

```
[19]: import pandas as pd #Data Manipulation
import numpy as np
import seaborn as sns #Data Visualization
import matplotlib.pyplot as plt #Data Visualization
import plotly.express as px #Data Visualization
import plotly.graph_objects as go #Data Visualization
```

2 Load the Dataset

```
[20]: df = pd.read_csv("Churn_ Data.csv")
```

3 Understanding the Dataset

```
[21]: df.info()
     <class 'pandas.core.frame.DataFrame'>
     RangeIndex: 25000 entries, 0 to 24999
     Columns: 111 entries, s6.new.rev.p2.m2 to s3.rev.p1
     dtypes: float64(80), int64(31)
     memory usage: 21.2 MB
[22]: df.head()
[22]:
         s6.new.rev.p2.m2 s1.new.rev.m1 s3.og.rev.4db.p5 s3.new.rev.4db.p5 \
                    -0.76
                                 88.0482
                                                  3.106604
                                                                      3.754955
      0
      1
                    -0.98
                                 67.5039
                                                  3.094574
                                                                      5.550865
      2
                    -0.98
                                 33.9248
                                                                      2.438114
                                                  2.324016
      3
                    -0.92
                                 82.6780
                                                  2.630749
                                                                      2.858961
                    -0.97
                                 96.8379
                                                  2.674316
                                                                      2.912397
         s4.usg.ins.p2 s4.og.unq.any.p2 s2.rch.val.p6 s1.og.rev.all.m1 \
      0
                                      14
                                                  39.29
                                                                    57.320
                                       2
                                                  21.67
                                                                    38.700
      1
                     1
```

```
3
                      2
                                        3
                                                    50.00
                                                                      51.956
      4
                      3
                                        2
                                                    22.50
                                                                      66.886
         s8.new.rev.p6
                        s4.loc.ic.ins.p1
                                          ... prop.og.mou.tot.mou.all.p6
      0
                 -0.17
                                                                  0.454642
                                        1
                 -0.32
                                                                  0.343190
      1
                                        3
      2
                 -0.05
                                        3
                                                                  0.101838
      3
                 -0.18
                                        4 ...
                                                                  0.066602
                  0.01
                                        4
                                                                  0.219821
         prop.i2i.og.mou.p6 s4.loc.ic.ins.p2 s4.std.ic.ins.l14
                   0.497397
                   0.767617
                                              6
                                                                  0
      1
      2
                   0.619034
                                              6
                                                                  1
                                              7
      3
                                                                  2
                   0.437088
      4
                                              6
                   0.585977
                              s3.og.rev.all.m2 s3.new.rev.m2 prop.og.mou.any.p6
         s4.low.blnc.ins.p4
      0
                                          6.02
                                                          8.20
                                                                          46.465636
      1
                          20
                                          3.66
                                                          8.10
                                                                          34.525456
      2
                                                          4.36
                          19
                                          4.33
                                                                          10.298451
      3
                          11
                                          3.40
                                                          3.53
                                                                          6.670783
                                                          3.87
                                                                          21.998905
                          14
                                          3.85
         prop.loc.i2i.mou.og.mou.p3 s3.rev.p1
      0
                            0.609456
                                           0.22
      1
                            1.000000
                                           0.38
      2
                                           0.11
                            0.699592
      3
                            0.086617
                                           5.18
                            0.683105
                                           0.10
      [5 rows x 111 columns]
[23]: df.tail()
[23]:
             s6.new.rev.p2.m2 s1.new.rev.m1 s3.og.rev.4db.p5 s3.new.rev.4db.p5
                         0.21
                                     132.0365
                                                        2.652236
                                                                            2.857739
      24995
      24996
                          0.80
                                      77.0154
                                                        3.763389
                                                                            5.012503
      24997
                          0.01
                                     148.8337
                                                        3.823940
                                                                            4.334250
      24998
                         0.17
                                    1012.4398
                                                       14.667580
                                                                           14.579567
                         -1.00
      24999
                                     275.3530
                                                        5.134579
                                                                            5.954062
             s4.usg.ins.p2 s4.og.unq.any.p2 s2.rch.val.p6 s1.og.rev.all.m1
      24995
                         5
                                            8
                                                        26.67
                                                                         123.396
                                                                          62.140
      24996
                          2
                                            8
                                                        27.88
      24997
                          6
                                            10
                                                        10.00
                                                                          98.900
```

30.00

3

15.320

2

2

```
24998
                          7
                                            67
                                                        42.92
                                                                         734.005
      24999
                                                         53.50
                                                                          250.340
                          1
                                             1
                                                ... prop.og.mou.tot.mou.all.p6 \
             s8.new.rev.p6
                             s4.loc.ic.ins.p1
      24995
                      -0.16
                                                                      0.145831
      24996
                      0.19
                                             4
                                                                      0.529829
      24997
                      -0.03
                                             2
                                                                      0.327245
                       0.70
                                             4
      24998
                                                                      0.824671
      24999
                      -0.48
                                                                      0.377281
             prop.i2i.og.mou.p6 s4.loc.ic.ins.p2 s4.std.ic.ins.l14 \
      24995
                        0.200151
                                                  7
                                                  7
      24996
                        0.169835
                                                                      0
                                                  3
                                                                      0
      24997
                        0.407944
      24998
                                                  7
                                                                      1
                        0.889239
                                                  7
      24999
                        0.609046
                                                                      0
             s4.low.blnc.ins.p4
                                  s3.og.rev.all.m2
                                                     s3.new.rev.m2
      24995
                                                               3.83
                                               3.57
                                               6.89
                                                               7.70
      24996
                              18
      24997
                              12
                                               6.63
                                                               7.48
      24998
                               1
                                              19.36
                                                              22.26
      24999
                              18
                                               5.42
                                                               8.02
             prop.og.mou.any.p6
                                  prop.loc.i2i.mou.og.mou.p3 s3.rev.p1
      24995
                       14.896154
                                                     0.328027
                                                                     0.76
      24996
                       55.156230
                                                                    12.74
                                                     0.288006
      24997
                       33.222018
                                                     0.235918
                                                                     8.07
      24998
                       82.549378
                                                     0.952962
                                                                    21.21
      24999
                       38.590040
                                                     1.000000
                                                                     0.00
      [5 rows x 111 columns]
[24]: print(df.shape)
     (25000, 111)
     df.describe().T
[25]:
[25]:
                                      count
                                                   mean
                                                                 std
                                                                            min
      s6.new.rev.p2.m2
                                   25000.0
                                              -0.003730
                                                            2.727916 -1.000000
      s1.new.rev.m1
                                    25000.0
                                            281.073083
                                                         276.075983
                                                                      0.000000
      s3.og.rev.4db.p5
                                   25000.0
                                               4.890003
                                                            4.212452
                                                                      0.000000
      s3.new.rev.4db.p5
                                               7.070194
                                                            6.318992
                                                                      0.000833
                                   25000.0
      s4.usg.ins.p2
                                   25000.0
                                               5.460080
                                                            2.184444
                                                                      0.000000
      s3.og.rev.all.m2
                                   25000.0
                                               8.008660
                                                            6.152429 0.000000
```

```
s3.new.rev.m2
                             25000.0
                                       12.540182
                                                   11.540611
                                                              0.000000
prop.og.mou.any.p6
                             25000.0
                                       53.594165
                                                   21.408486
                                                               0.000000
prop.loc.i2i.mou.og.mou.p3
                            25000.0
                                        0.483975
                                                    0.292349
                                                               0.000000
s3.rev.p1
                             25000.0
                                        9.951366
                                                   17.648128 0.000000
                                    25%
                                                50%
                                                             75%
                                                                          max
                                                                   316.860000
s6.new.rev.p2.m2
                              -0.580000
                                          -0.170000
                                                        0.280000
s1.new.rev.m1
                             101.563800
                                         204.859600
                                                     370.711650
                                                                  5702.924300
s3.og.rev.4db.p5
                               2.367288
                                           3.729944
                                                       5.993342
                                                                   153.221695
s3.new.rev.4db.p5
                               3.318825
                                           5.231268
                                                       8.395736
                                                                   170.200441
s4.usg.ins.p2
                                                       7.000000
                                                                     7.000000
                               5.000000
                                           7.000000
s3.og.rev.all.m2
                               4.207500
                                           6.345000
                                                       9.830000
                                                                   171.780000
s3.new.rev.m2
                               6.167500
                                           9.350000
                                                      14.620000
                                                                   386.480000
                                                                   100.000000
prop.og.mou.any.p6
                              39.378142
                                          53.976203
                                                      68.312416
prop.loc.i2i.mou.og.mou.p3
                               0.251304
                                           0.477621
                                                       0.716538
                                                                     1.000000
s3.rev.p1
                               1.970000
                                           5.380000
                                                      11.400000
                                                                   585.500000
```

[111 rows x 8 columns]

4 Processing of the Data

4.0.1 Check for Misclassified Data Types

```
[26]: misclassified_columns = []
for col in df.columns:
    if df[col].dtype == 'object':
        try:
        df[col] = pd.to_numeric(df[col])
        except ValueError:
            misclassified_columns.append(col)
    print("Misclassified columns:", misclassified_columns)
```

Misclassified columns: []

4.0.2 Check for NULL Values

4.0.3 Check for Duplicate Values

```
[28]: duplicates = df.duplicated().sum()
    df = df.drop_duplicates()
    print(f"Removed {duplicates} duplicate rows")
    print("New shape:", df.shape)
```

Removed 0 duplicate rows New shape: (25000, 111)

4.0.4 Check for Unique values

Removed unique value columns: [] New shape: (25000, 111)

4.0.5 Check for Zero Variance variables and Removal

```
[30]: zero_variance_columns = [col for col in df.columns if df[col].std() == 0]
    df = df.drop(columns=zero_variance_columns)
    print("Removed zero variance columns:", zero_variance_columns)
    print("New shape:", df.shape)
```

Removed zero variance columns: [] New shape: (25000, 111)

4.0.6 Outliers treatment (using IQR method and +/- Sigma Approach)

```
[31]: # Step 4.6: Outliers treatment (using IQR method and +/- 3 Sigma Approach)
def treat_outliers(df):
    for column in df.select_dtypes(include=[np.number]).columns:
        Q1 = df[column].quantile(0.25)
        Q3 = df[column].quantile(0.75)
        IQR = Q3 - Q1

# IQR method
```

```
lower_bound = Q1 - 1.5 * IQR
    upper_bound = Q3 + 1.5 * IQR
     # +/- 3 Sigma approach (assuming normal distribution)
    mean = df[column].mean()
    std = df[column].std()
    sigma lower bound = mean - 3 * std
    sigma_upper_bound = mean + 3 * std
     # Combining IQR and sigma methods (consider the more extreme bound)
    final lower bound = max(lower bound, sigma lower bound)
    final_upper_bound = min(upper_bound, sigma_upper_bound)
    df[column] = np.clip(df[column], final_lower_bound, final_upper_bound)
  return df
df = treat_outliers(df)
print(df.describe())
print("New shape:", df.shape)
       s6.new.rev.p2.m2
                                          s3.og.rev.4db.p5 s3.new.rev.4db.p5
                          s1.new.rev.m1
count
           25000.000000
                           25000.000000
                                              25000.000000
                                                                  25000.000000
              -0.083814
                             263.414113
                                                  4.559075
                                                                      6.492778
mean
               0.668743
                                                  2.897105
                                                                      4.219776
std
                             211.173061
              -1.000000
                               0.00000
                                                  0.000000
                                                                      0.000833
min
25%
              -0.580000
                             101.563800
                                                  2.367288
                                                                      3.318825
50%
              -0.170000
                             204.859600
                                                  3.729944
                                                                      5.231268
75%
               0.280000
                             370.711650
                                                  5.993342
                                                                      8.395736
               1.570000
                             774.433425
max
                                                 11.432423
                                                                     16.011101
       s4.usg.ins.p2
                       s4.og.unq.any.p2
                                          s2.rch.val.p6
                                                         s1.og.rev.all.m1
        25000.000000
                           25000.000000
                                           25000.000000
                                                              25000.000000
count
mean
            5.624880
                              27.137520
                                              67.150729
                                                                201.146059
                              23.163585
                                              46.538585
                                                                167.480617
std
            1.818213
min
            2.000000
                               0.00000
                                               0.00000
                                                                  0.000000
25%
            5.000000
                               9.000000
                                              33.000000
                                                                 74.420000
50%
            7.000000
                              21.000000
                                              52.260000
                                                                151.168500
75%
            7.000000
                              39.000000
                                              89.852500
                                                                284.265000
            7.000000
                              84.000000
                                             175.131250
                                                                599.032500
max
                                             prop.og.mou.tot.mou.all.p6
       s8.new.rev.p6
                       s4.loc.ic.ins.p1
        25000.000000
                           25000.000000
                                                            25000.000000
count
mean
           -0.026442
                               3.374020
                                                                0.538407
std
            0.253097
                               0.915725
                                                                0.209203
min
           -0.565000
                               1.500000
                                                                0.000000
25%
           -0.160000
                               3.000000
                                                                0.394227
50%
           -0.020000
                               4.000000
                                                                0.539354
```

```
75%
            0.110000
                                4.000000
                                                                 0.682695
            0.515000
                                4.000000
                                                                 1.000000
max
                            s4.loc.ic.ins.p2
                                                s4.std.ic.ins.l14
       prop.i2i.og.mou.p6
              25000.000000
                                 25000.000000
                                                     25000.000000
count
                  0.485523
                                     5.835480
                                                          1.322600
mean
std
                  0.271146
                                     1.667562
                                                          1.822707
min
                  0.000000
                                     2.000000
                                                          0.000000
25%
                  0.274034
                                     5.000000
                                                          0.00000
50%
                  0.476759
                                     7.000000
                                                          0.000000
75%
                  0.694104
                                     7.000000
                                                          2.000000
                  1.000000
                                     7.000000
                                                          5.000000
max
       s4.low.blnc.ins.p4
                             s3.og.rev.all.m2
                                                s3.new.rev.m2
              25000.000000
                                 25000.000000
                                                 25000.000000
count
                  8.382160
                                     7.578758
                                                    11.333164
mean
std
                  8.961016
                                     4.477694
                                                     6.941543
                  0.000000
                                     0.000000
                                                     0.000000
min
25%
                  1.000000
                                     4.207500
                                                     6.167500
50%
                  5.000000
                                     6.345000
                                                     9.350000
                 14.000000
75%
                                     9.830000
                                                    14.620000
                 30.000000
                                    18.263750
                                                    27.298750
max
                             prop.loc.i2i.mou.og.mou.p3
       prop.og.mou.any.p6
                                                              s3.rev.p1
                                            25000.000000
              25000.000000
                                                           25000.000000
count
                 53.594165
                                                0.483975
                                                               7.817712
mean
                 21.408486
                                                0.292349
                                                               7.555598
std
min
                  0.000000
                                                0.00000
                                                               0.00000
25%
                 39.378142
                                                0.251304
                                                               1.970000
50%
                 53.976203
                                                0.477621
                                                               5.380000
75%
                 68.312416
                                                0.716538
                                                              11.400000
                                                              25.545000
max
                100.000000
                                                1.000000
[8 rows x 111 columns]
```

[8 rows x 111 columns]
New shape: (25000, 111)

4.0.7 Handling Missing Values

```
df = df.dropna()
    print("Removed records with missing values (less than 5% of total)")
else:
    for column in df.columns:
        if df[column].dtype in ['int64', 'float64']:
            df[column].fillna(df[column].median(), inplace=True)
        elif df[column].dtype == 'object':
            df[column].fillna(df[column].mode()[0], inplace=True)
    return df

df = treat_missing_values(df)
print("New shape after handling missing values:", df.shape)
```

Dropped columns with >50% missing values: []
Removed records with missing values (less than 5% of total)
New shape after handling missing values: (25000, 111)

4.0.8 Removing Highly Correlated Variables

```
Removed highly correlated columns: ['s1.og.rev.all.m1', 's2.rch.val.167', 's7.new.rev.p2.p6', 's7.rtd.mou.p2.p6', 's1.new.rev.p1', 's1.rtd.mou.p1', 's1.og.rev.all.p1', 's1.og.mou.all.p1', 'snd.dec.p2', 's1.og.mou.all.p2', 's8.og.rev.p6', 's1.og.hom.mou.p2', 's5.og.rev.all.p1', 's1.og.rev.all.p2', 's1.rtd.mou.p2', 's5.rtd.mou.p1', 's1.og.mou.any.p2', 's1.hom.rmg.rev.p2', 's5.og.mou.all.p1', 's5.og.hom.mou.p1', 's4.usg.ins.p1', 's2.s4.day.no.mou.p2', 's5.s4.day.no.mou.p2', 's1.rev.p1', 's4.og.any.p2', 's1.loc.og.mou.p2', 's5.new.rev.p2', 's5.new.rev.p1', 's4.low.blnc.ins.l14', 's3.og.hom.mou.p1', 's3.new.rev.p2', 'tot.s4.day.no.mou.p3', 's5.og.mou.all.p2', 's4.usg.ins.l14', 's4.loc.og.ins.p2', 'tot.s4.day.no.mou.p1', 's7.s5.s4.day.nomou.p2', 's5.og.hom.mou.p2', 'prop.og.mou.tot.mou.all.p2', 's7.s5.s4.day.nomou.p3', 's3.og.rev.3db.p5', 's8.rtd.mou.p6', 's4.low.blnc.ins.p2', 's4.low.blnc.ins.p2', 's4.dec.ins.p2', 's1.rev.p2', 'prop.i2i.og.mou.p6', 's4.loc.ic.ins.p2', 's4.std.ic.ins.l14', 's4.low.blnc.ins.p4', 's3.og.rev.all.m2', 's3.new.rev.m2', 'prop.og.mou.any.p6', 's3.rev.p1']
```

4.0.9 Multicollinearity (VIF > 5)

```
[34]: import warnings
      warnings.filterwarnings("ignore")
      from statsmodels.stats.outliers_influence import variance_inflation_factor
      def calculate_vif(df):
          vif_data = pd.DataFrame()
          vif_data["feature"] = df.columns
          vif_data["VIF"] = [variance inflation factor(df.values, i) for i in_
       →range(len(df.columns))]
          return vif_data
      def remove_high_vif_features(df, threshold=5):
          while True:
              vif_data = calculate_vif(df)
              if vif_data['VIF'].max() <= threshold:</pre>
                  break
              feature_to_remove = vif_data.loc[vif_data['VIF'].idxmax(), 'feature']
              df = df.drop(columns=[feature_to_remove])
              print(f"Removed feature with high VIF: {feature_to_remove}")
          return df
      df = remove_high_vif_features(df)
      print("Final shape after removing features with high VIF:", df.shape)
      # Step 5: Final preprocessed dataset
      print(df.describe())
      print("Final dataset shape:", df.shape)
```

```
Removed feature with high VIF: s4.loc.ins.l14
Removed feature with high VIF: s7.rtd.mou.l21.p6
Removed feature with high VIF: s4.loc.ic.ins.l14
Removed feature with high VIF: s4.usg.ins.p2
Removed feature with high VIF: s7.new.rev.p3.p6
Removed feature with high VIF: s4.loc.og.ins.114
Removed feature with high VIF: s1.new.rev.p2
Removed feature with high VIF: s7.new.rev.l21.p6
Removed feature with high VIF: s1.new.rev.m2
Removed feature with high VIF: s3.og.mou.all.p1
Removed feature with high VIF: s7.rtd.mou.p3.p6
Removed feature with high VIF: s4.loc.ic.ins.p1
Removed feature with high VIF: s1.og.hom.mou.p1
Removed feature with high VIF: prop.og.mou.tot.mou.all.p6
Removed feature with high VIF: s3.new.rev.4db.p5
Removed feature with high VIF: s7.rev.p2.p6
```

```
Removed feature with high VIF: prop.loc.i2i.mou.og.mou.p6
Removed feature with high VIF: s4.loc.og.ins.p1
Removed feature with high VIF: s1.og.hom.rev.p2
Removed feature with high VIF: s5.rev.p1
Removed feature with high VIF: s4.low.blnc.ins.p6
Removed feature with high VIF: s3.new.rev.p3
Removed feature with high VIF: s3.og.rev.all.p1
Removed feature with high VIF: s1.new.rev.m1
Removed feature with high VIF: s4.dec.ins.l14
Removed feature with high VIF: s5.rev.p2
Removed feature with high VIF: s3.og.mou.all.p2
Removed feature with high VIF: s4.og.unq.any.p2
Removed feature with high VIF: s3.og.rev.4db.p5
Removed feature with high VIF: s8.og.rev.p3
Removed feature with high VIF: s6.new.rev.p2.m2
Removed feature with high VIF: s2.s4.day.no.mou.p3
Removed feature with high VIF: prop.og.mou.any.p2
Final shape after removing features with high VIF: (25000, 23)
       s2.rch.val.p6
                       s8.new.rev.p6
                                         s8.mbl.p2
                                                     s7.s4.day.no.mou.p2.p4
        25000.000000
                       25000.000000
                                      25000.000000
                                                               25000.000000
count
                           -0.026442
mean
           67.150729
                                         -0.547296
                                                                   28.481545
std
           46.538585
                            0.253097
                                          3.921211
                                                                   44.601940
min
            0.000000
                           -0.565000
                                         -7.960000
                                                                   0.000000
25%
                                                                   0.100000
           33.000000
                           -0.160000
                                         -2.560000
50%
           52.260000
                           -0.020000
                                         -0.080000
                                                                   0.363636
75%
           89.852500
                            0.110000
                                          1.040000
                                                                   99.000000
                            0.515000
                                          6.440000
                                                                   99.000000
          175.131250
max
       s7.s5.s4.day.nomou.p4
                               s8.ic.mou.all.p3
                                                        target
                25000.000000
                                   25000.000000
                                                  25000.000000
count
                    0.284181
                                      -0.038190
                                                      0.316680
mean
std
                    0.333501
                                       0.480536
                                                      0.465191
min
                    0.000000
                                      -1.040000
                                                      0.000000
25%
                    0.000000
                                      -0.290000
                                                      0.00000
50%
                    0.000000
                                      -0.020000
                                                      0.000000
75%
                    0.500000
                                       0.210000
                                                      1.000000
max
                    1.000000
                                       0.960000
                                                      1.000000
       s6.rtd.mou.p2.m2
                          ds.usg.p6
                                     ds.og.usg.p4
                                                       s1.loc.og.mou.p1
           25000.000000
                            25000.0
                                          25000.0
                                                           25000.000000
count
                                                    ...
              -0.080950
                                0.0
                                               0.0
                                                              30.365185
mean
                                0.0
                                               0.0
std
               0.646247
                                                              32.871037
              -1.000000
                                0.0
                                               0.0 ...
min
                                                               0.000000
25%
                                0.0
                                               0.0
              -0.540000
                                                               4.483200
                                0.0
50%
              -0.150000
                                               0.0
                                                              17.999900
75%
               0.270000
                                0.0
                                               0.0 ...
                                                              45.499325
                                               0.0 ...
               1.485000
                                0.0
                                                             107.023513
max
```

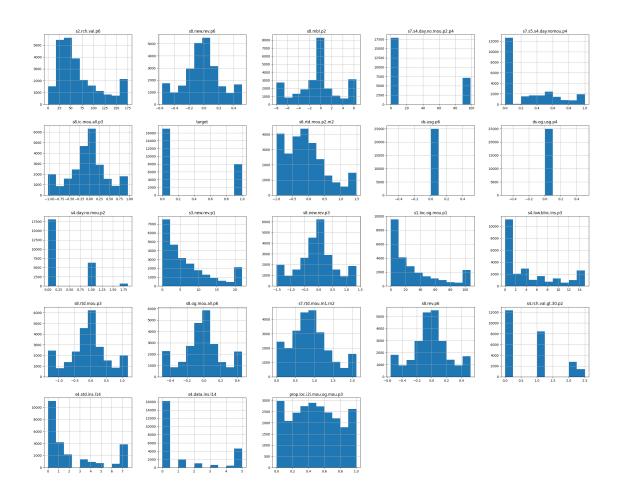
```
s4.low.blnc.ins.p3
                            s8.rtd.mou.p3
                                            s8.og.mou.all.p6
                                                               s7.rtd.mou.m1.m2
              25000.000000
                             25000.000000
                                                 25000.000000
                                                                    25000.000000
count
                  4.335200
                                 -0.087113
                                                    -0.019145
                                                                        0.897349
mean
                  5.027382
                                  0.633841
                                                     0.241952
                                                                        0.520586
std
min
                  0.000000
                                 -1.345000
                                                    -0.500000
                                                                        0.000000
25%
                  0.00000
                                 -0.400000
                                                    -0.140000
                                                                        0.552297
50%
                  2.000000
                                 -0.050000
                                                    -0.020000
                                                                        0.860550
75%
                  7.000000
                                  0.230000
                                                     0.100000
                                                                        1.176028
                 15.000000
                                  1.175000
                                                     0.460000
                                                                        2.111626
max
                      s4.rch.val.gt.30.p2
          s8.rev.p6
                                            s4.std.ins.l14
                                                             s4.data.ins.l14
       25000.000000
                             25000.000000
                                              25000.000000
                                                                25000.000000
count
          -0.017048
                                  0.701160
                                                   2.103420
                                                                     1.243200
mean
           0.254273
                                  0.802347
                                                                     1.965291
std
                                                   2.712373
min
          -0.555000
                                  0.000000
                                                   0.000000
                                                                     0.00000
25%
          -0.150000
                                  0.000000
                                                   0.00000
                                                                     0.00000
50%
          -0.010000
                                  1.000000
                                                   1.000000
                                                                     0.000000
75%
           0.120000
                                  1.000000
                                                   3.000000
                                                                     2.000000
           0.525000
                                  2.500000
                                                   7.500000
                                                                     5.000000
max
       prop.loc.i2i.mou.og.mou.p3
                      25000.000000
count
mean
                          0.483975
std
                          0.292349
min
                          0.00000
25%
                          0.251304
50%
                          0.477621
75%
                          0.716538
                          1.000000
max
```

[8 rows x 23 columns]

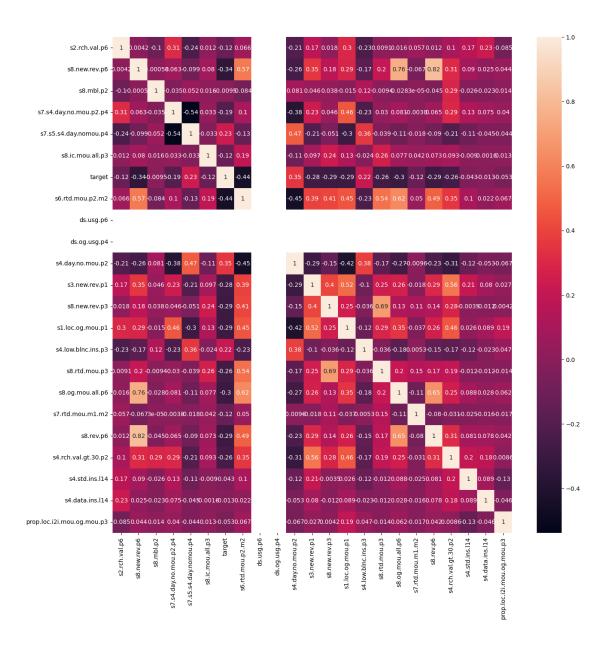
Final dataset shape: (25000, 23)

4.1 Visualize the Distribution

```
[35]: df.hist(figsize=(30,24)) plt.show()
```



```
[36]: df['target'].value_counts()
[36]: target
     0
         17083
          7917
     1
     Name: count, dtype: int64
[37]: import plotly.graph_objects as go
     fig=go.Figure(data=[go.Pie(labels =['Retained (0)', 'Exited_L
      fig.update_layout(width=500, height=400)
     fig.show()
[38]: s=df.select_dtypes(include=["integer","float"]).corr()
     plt.figure(figsize=(15,15))
     sns.heatmap(s,annot=True)
[38]: <Axes: >
```



4.2 Droping the Irrevant Columns

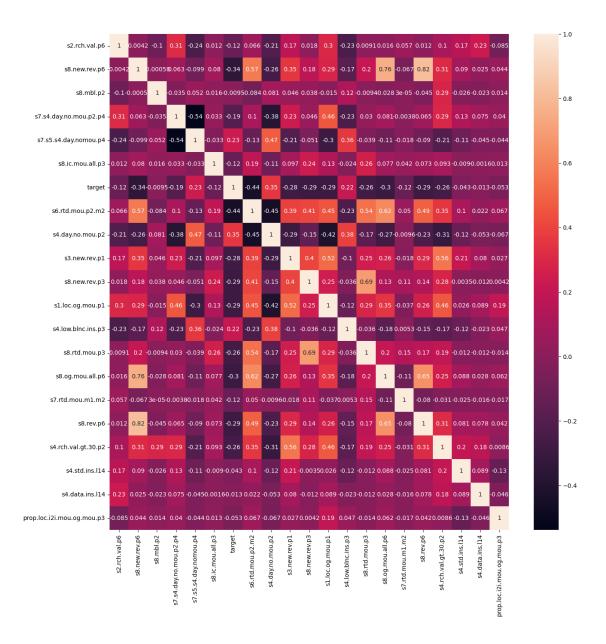
```
[39]: df = df.drop(['ds.og.usg.p4', 'ds.usg.p6'], axis=1)
#df = df.drop(['ds.og.usg.p4', 's4.day.no.mou.p2', 'ds.usg.p6'], axis=1)
#df = df.drop(['ds.usg.p6'], axis=1)

[40]: df.info()
```

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 25000 entries, 0 to 24999
Data columns (total 21 columns):

```
Column
                                     Non-Null Count Dtype
      #
          -----
                                      _____
      0
          s2.rch.val.p6
                                      25000 non-null float64
      1
          s8.new.rev.p6
                                      25000 non-null float64
      2
          s8.mbl.p2
                                      25000 non-null float64
      3
          s7.s4.day.no.mou.p2.p4
                                      25000 non-null float64
          s7.s5.s4.day.nomou.p4
                                      25000 non-null float64
                                      25000 non-null float64
          s8.ic.mou.all.p3
      5
      6
          target
                                      25000 non-null int64
      7
          s6.rtd.mou.p2.m2
                                      25000 non-null float64
      8
          s4.day.no.mou.p2
                                      25000 non-null float64
          s3.new.rev.p1
                                      25000 non-null float64
      10 s8.new.rev.p3
                                      25000 non-null float64
          s1.loc.og.mou.p1
                                     25000 non-null float64
          s4.low.blnc.ins.p3
                                      25000 non-null int64
      12
      13
         s8.rtd.mou.p3
                                     25000 non-null float64
          s8.og.mou.all.p6
                                      25000 non-null float64
      15 s7.rtd.mou.m1.m2
                                     25000 non-null float64
      16 s8.rev.p6
                                     25000 non-null float64
                                      25000 non-null float64
      17
          s4.rch.val.gt.30.p2
          s4.std.ins.l14
                                     25000 non-null float64
      19 s4.data.ins.l14
                                      25000 non-null int64
      20 prop.loc.i2i.mou.og.mou.p3
                                     25000 non-null float64
     dtypes: float64(18), int64(3)
     memory usage: 4.0 MB
[41]: s=df.select_dtypes(include=["integer", "float"]).corr()
     plt.figure(figsize=(15,15))
     sns.heatmap(s,annot=True)
```

[41]: <Axes: >



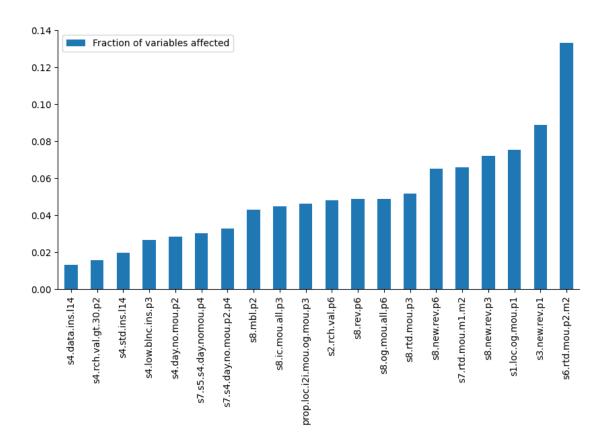
5 Feature Selection and Prepare the Data

```
[42]: X = df.drop('target', axis='columns')
      y = df['target']
[43]: X
[43]:
                                                        s7.s4.day.no.mou.p2.p4
             s2.rch.val.p6
                             s8.new.rev.p6
                                             s8.mbl.p2
      0
                      39.29
                                     -0.170
                                                 -0.72
                                                                        1.000000
      1
                      21.67
                                     -0.320
                                                 -0.08
                                                                        0.500000
```

```
2
                30.00
                               -0.050
                                             -0.09
                                                                   0.384615
3
                50.00
                               -0.180
                                              1.83
                                                                   0.416667
4
                                 0.010
                                             -0.04
                22.50
                                                                   0.22222
24995
                26.67
                               -0.160
                                              0.76
                                                                   0.250000
24996
                                0.190
                                             0.37
                                                                   0.454545
                27.88
24997
                10.00
                               -0.030
                                             -0.79
                                                                   0.083333
24998
                                0.515
                                             -1.09
                                                                  99.000000
                42.92
24999
                53.50
                               -0.480
                                              0.00
                                                                   0.400000
       s7.s5.s4.day.nomou.p4
                               s8.ic.mou.all.p3
                                                    s6.rtd.mou.p2.m2
0
                      0.666667
                                             -0.73
                                                                -0.71
                                                                -0.96
1
                                             0.00
                      0.583333
2
                                             -1.03
                                                                -0.98
                      0.384615
3
                      0.250000
                                             -0.43
                                                                -0.92
4
                      0.777778
                                             -1.04
                                                                -0.98
24995
                      0.375000
                                              0.68
                                                                -0.58
                                                                -0.07
24996
                      0.636364
                                              0.04
                                                                -0.12
24997
                      0.333333
                                              0.27
24998
                      0.000000
                                             -0.42
                                                                 0.25
                                                                -1.00
24999
                      0.333333
                                              0.54
       s4.day.no.mou.p2 s3.new.rev.p1
                                           s8.new.rev.p3
                                                            s1.loc.og.mou.p1
                                     0.22
                                                    -0.90
0
                1.000000
                                                                     2.383200
1
                                     0.38
                                                    -0.14
                1.000000
                                                                    0.650000
2
                                     0.11
                                                    -0.45
                1.844649
                                                                     0.183300
3
                1.844649
                                     0.49
                                                    -0.02
                                                                     0.816500
4
                                     0.10
                                                    -0.67
                1.000000
                                                                     0.166600
24995
                1.000000
                                     0.76
                                                     0.26
                                                                     3.499900
                                    14.26
24996
                1.000000
                                                     0.82
                                                                    17.116500
                                     8.39
24997
                0.00000
                                                     0.38
                                                                     3.299800
24998
                                    15.16
                                                    -1.52
                                                                  107.023513
                0.00000
                                     0.00
                                                     0.00
24999
                1.000000
                                                                     0.00000
       s4.low.blnc.ins.p3
                             s8.rtd.mou.p3
                                             s8.og.mou.all.p6
                                                                 s7.rtd.mou.m1.m2
0
                                     -0.500
                                                          -0.11
                                                                          0.240533
1
                         13
                                                          -0.13
                                     -0.110
                                                                          0.459725
2
                         10
                                     -0.390
                                                          -0.12
                                                                          0.111785
3
                         11
                                     -0.020
                                                          -0.14
                                                                          1.920826
4
                          0
                                     -0.630
                                                          -0.02
                                                                          1.728186
24995
                         10
                                     -0.130
                                                          -0.16
                                                                          1.423358
24996
                         10
                                      0.220
                                                           0.08
                                                                          0.688912
                                      0.250
                                                          -0.03
24997
                          3
                                                                          1.223699
24998
                          0
                                     -1.345
                                                           0.46
                                                                          0.579099
```

```
24999
                                            0.000
                                                               -0.50
                                                                                1.423424
                               15
              s8.rev.p6
                         s4.rch.val.gt.30.p2 s4.std.ins.114 s4.data.ins.114
      0
                 -0.120
                                           0.0
                                                            0.0
                                           0.0
      1
                 -0.220
                                                            0.0
                                                                                 0
      2
                 -0.070
                                           0.0
                                                            1.0
                                                                                 0
                 -0.210
                                                            2.0
                                                                                 0
      3
                                           0.0
      4
                  0.010
                                           0.0
                                                                                 2
                                                            1.0
      24995
                 -0.140
                                           0.0
                                                            0.0
                                                                                 0
                                           0.0
                                                            0.0
                                                                                 0
      24996
                  0.050
      24997
                 -0.030
                                           0.0
                                                            1.0
                                                                                 1
                                                                                 3
      24998
                  0.525
                                           2.5
                                                            1.0
      24999
                 -0.460
                                           0.0
                                                            0.0
                                                                                 0
              prop.loc.i2i.mou.og.mou.p3
      0
                                 0.609456
      1
                                 1.000000
      2
                                 0.699592
      3
                                 0.086617
      4
                                 0.683105
      24995
                                 0.328027
      24996
                                 0.288006
      24997
                                 0.235918
      24998
                                 0.952962
      24999
                                 1.000000
      [25000 rows x 20 columns]
[44]: y
[44]: 0
                1
      1
                1
      2
                1
      3
                0
                0
      24995
                1
      24996
                0
      24997
                0
                0
      24998
      24999
      Name: target, Length: 25000, dtype: int64
[45]: X.shape
```

```
[45]: (25000, 20)
[46]: y.shape
[46]: (25000,)
    5.1 Splitting the dataset
[77]: from sklearn.model_selection import train_test_split
     ⇔random_state=42)
     print("X_train shape:", X_train.shape)
     print("X_test shape:", X_test.shape)
     print("y_train shape:", y_train.shape)
     print("y_test shape:", y_test.shape)
    X_train shape: (20000, 20)
    X_test shape: (5000, 20)
    y_train shape: (20000,)
    y_test shape: (5000,)
         Check importance of Features in the Dataset
[78]: from sklearn.ensemble import RandomForestClassifier
     rf = RandomForestClassifier()
     rf.fit(X_train,y_train.values.ravel())
[78]: RandomForestClassifier()
[79]: feat_scores = pd.DataFrame({"Fraction of variables affected" : rf.
      feat_scores = feat_scores.sort_values(by = "Fraction of variables affected")
     feat_scores.plot(kind ="bar", figsize = (10,5))
     sns.despine()
```



6 Train the Models

6.1 Random Forest Classifier

```
[80]: #from sklearn.ensemble import RandomForestClassifier
model_rf = RandomForestClassifier()
model_rf.fit(X_train,y_train)
```

[80]: RandomForestClassifier()

```
[81]: y_predict = model_rf.predict(X_test)
```

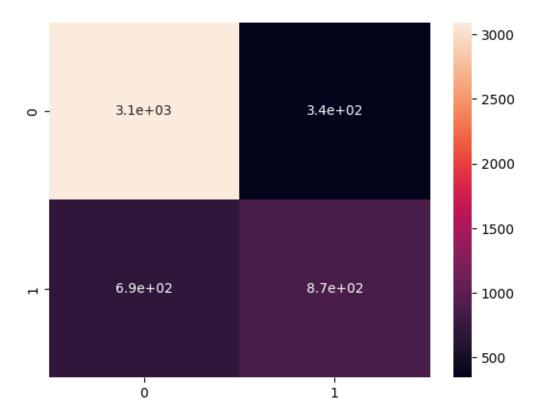
[82]: from sklearn.metrics import classification_report print(classification_report(y_test,y_predict))

	precision	recall	f1-score	support
0	0.82	0.90	0.86	3437
1	0.72	0.56	0.63	1563
accuracy			0.79	5000

```
macro avg 0.77 0.73 0.74 5000 weighted avg 0.79 0.79 0.79 5000
```

```
[83]: from sklearn.metrics import confusion_matrix
cm = confusion_matrix(y_test,y_predict)
sns.heatmap(cm,annot=True)
```

[83]: <Axes: >



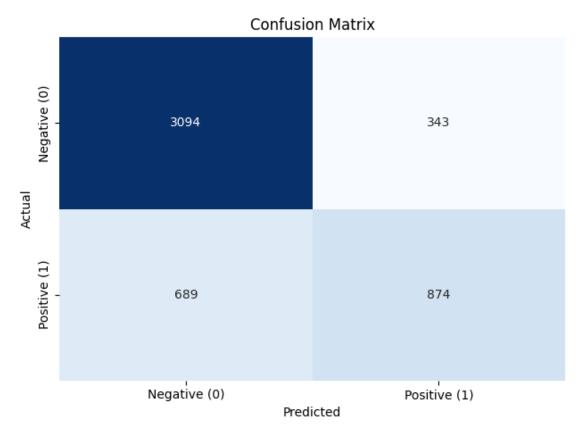
```
[84]: from sklearn.metrics import confusion_matrix
  cm = confusion_matrix(y_test,y_predict)
  sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=False)

# Add labels and title
  plt.xlabel('Predicted')
  plt.ylabel('Actual')
  plt.title('Confusion Matrix')

# Add class labels
  class_names = ['Negative (0)', 'Positive (1)']
  tick_marks = np.arange(len(class_names))
```

```
plt.xticks(tick_marks + 0.5, class_names)
plt.yticks(tick_marks + 0.5, class_names)

# Show the plot
plt.tight_layout()
plt.show()
```



6.2 Linear Regression Model

```
[85]: from sklearn.linear_model import LogisticRegression
    from sklearn.metrics import classification_report, confusion_matrix

model_lr = LogisticRegression()
    model_lr.fit(X_train,y_train)

[85]: LogisticRegression()

[86]: y_predict = model_lr.predict(X_test)

[87]: print(classification_report(y_test,y_predict))
```

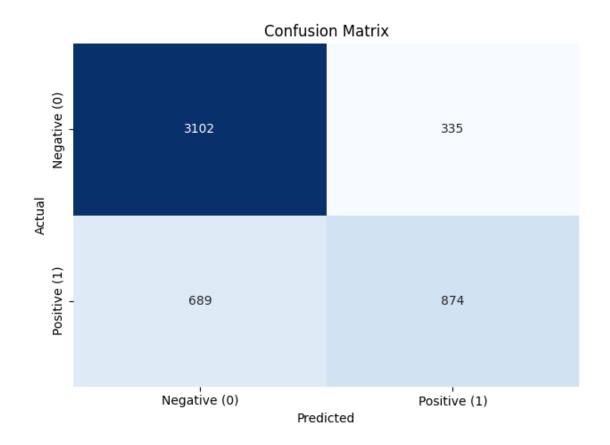
```
precision
                           recall f1-score
                                               support
           0
                   0.82
                              0.90
                                        0.86
                                                  3437
           1
                   0.72
                              0.56
                                        0.63
                                                  1563
    accuracy
                                        0.80
                                                  5000
                                        0.74
                                                  5000
   macro avg
                   0.77
                              0.73
weighted avg
                   0.79
                              0.80
                                        0.79
                                                  5000
```

```
[88]: cm = confusion_matrix(y_test,y_predict)
    sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=False)

# Add labels and title
    plt.xlabel('Predicted')
    plt.ylabel('Actual')
    plt.title('Confusion Matrix')

# Add class labels
    class_names = ['Negative (0)', 'Positive (1)']
    tick_marks = np.arange(len(class_names))
    plt.xticks(tick_marks + 0.5, class_names)
    plt.yticks(tick_marks + 0.5, class_names)

# Show the plot
    plt.tight_layout()
    plt.show()
```



6.3 Support Vector Machine

```
[89]: from sklearn.calibration import CalibratedClassifierCV
    from sklearn.svm import LinearSVC

model_svc = LinearSVC()
    model_svc.fit(X_train,y_train)
```

[89]: LinearSVC()

```
[90]: y_predict = model_svc.predict(X_test)
print(classification_report(y_test, y_predict))
```

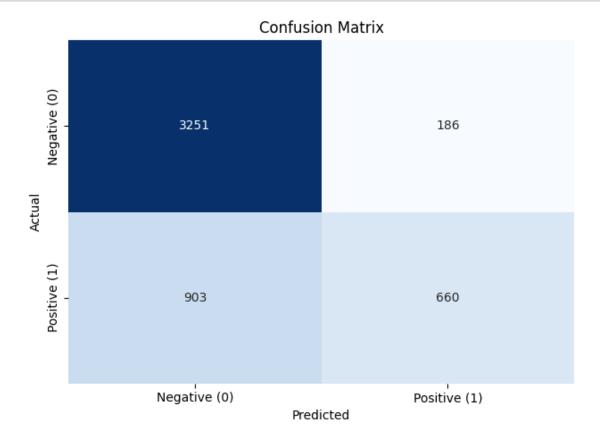
	precision	recall	f1-score	support
0 1	0.78 0.78	0.95 0.42	0.86 0.55	3437 1563
accuracy	0.78	0.69	0.78	5000 5000
macro avg weighted avg	0.78	0.68 0.78	0.70 0.76	5000

```
[91]: cm = confusion_matrix(y_test,y_predict)
    sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=False)

# Add labels and title
    plt.xlabel('Predicted')
    plt.ylabel('Actual')
    plt.title('Confusion Matrix')

# Add class labels
    class_names = ['Negative (0)', 'Positive (1)']
    tick_marks = np.arange(len(class_names))
    plt.xticks(tick_marks + 0.5, class_names)
    plt.yticks(tick_marks + 0.5, class_names)

# Show the plot
    plt.tight_layout()
    plt.show()
```



6.4 K- Nearest Neighbours

```
[92]: from sklearn.neighbors import KNeighborsClassifier
  from sklearn.metrics import classification_report, confusion_matrix
  model_knn = KNeighborsClassifier()
  model_knn.fit(X_train,y_train)
```

[92]: KNeighborsClassifier()

```
[93]: y_predict = model_knn.predict(X_test)
print(classification_report(y_test, y_predict))
```

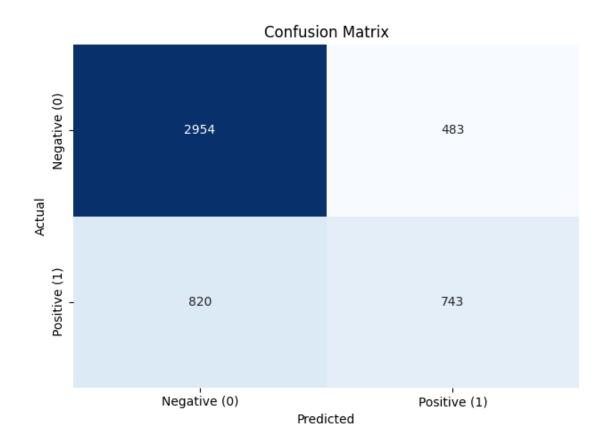
```
precision
                            recall f1-score
                                                support
           0
                              0.86
                   0.78
                                        0.82
                                                   3437
           1
                    0.61
                              0.48
                                        0.53
                                                   1563
                                        0.74
                                                   5000
    accuracy
                    0.69
                              0.67
                                         0.68
                                                   5000
   macro avg
weighted avg
                    0.73
                              0.74
                                        0.73
                                                   5000
```

```
[94]: cm = confusion_matrix(y_test,y_predict)
    sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=False)

# Add labels and title
    plt.xlabel('Predicted')
    plt.ylabel('Actual')
    plt.title('Confusion Matrix')

# Add class labels
    class_names = ['Negative (0)', 'Positive (1)']
    tick_marks = np.arange(len(class_names))
    plt.xticks(tick_marks + 0.5, class_names)
    plt.yticks(tick_marks + 0.5, class_names)

# Show the plot
    plt.tight_layout()
    plt.show()
```



6.5 Naive Bayer Model

```
[95]: from sklearn.naive_bayes import GaussianNB
model_nb = GaussianNB()
model_nb.fit(X_train,y_train)
```

[95]: GaussianNB()

```
[96]: y_predict = model_nb.predict(X_test)
```

[97]: print(classification_report(y_test, y_predict))

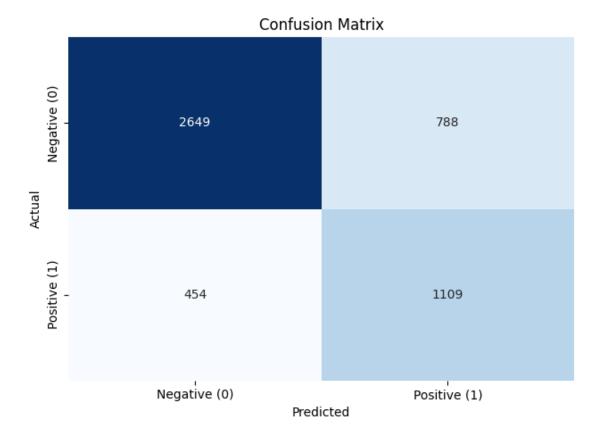
	precision	recall	f1-score	support
0	0.85	0.77	0.81	3437
U	0.00	0.11	0.01	3431
1	0.58	0.71	0.64	1563
accuracy			0.75	5000
macro avg	0.72	0.74	0.73	5000
weighted avg	0.77	0.75	0.76	5000

```
[98]: cm = confusion_matrix(y_test,y_predict)
    sns.heatmap(cm, annot=True, fmt='d', cmap='Blues', cbar=False)

# Add labels and title
    plt.xlabel('Predicted')
    plt.ylabel('Actual')
    plt.title('Confusion Matrix')

# Add class labels
    class_names = ['Negative (0)', 'Positive (1)']
    tick_marks = np.arange(len(class_names))
    plt.xticks(tick_marks + 0.5, class_names)
    plt.yticks(tick_marks + 0.5, class_names)

# Show the plot
    plt.tight_layout()
    plt.show()
```



7 ROC Curve

```
[99]: model_lr.predict_proba(X_test)
[99]: array([[0.99576888, 0.00423112],
               [0.51117157, 0.48882843],
               [0.80720218, 0.19279782],
               [0.75609067, 0.24390933],
               [0.83541985, 0.16458015],
               [0.57106124, 0.42893876]])
[100]: model_lr.predict_proba(X_test)[:,1]
[100]: array([0.00423112, 0.48882843, 0.19279782, ..., 0.24390933, 0.16458015,
              0.42893876])
[101]: y_test
[101]: 6868
                0
       24016
                0
       9668
                0
       13640
                0
       14018
       8670
                0
       11839
       4013
                0
       21147
                0
       695
                0
       Name: target, Length: 5000, dtype: int64
[111]: from sklearn.metrics import roc_curve
       fpr1,tpr1,thresh1 = roc_curve(y_test, model_rf.predict_proba(X_test)[:
        \rightarrow,1],pos_label=1)
       fpr2,tpr2,thresh2 = roc_curve(y_test, model_lr.predict_proba(X_test)[:
        \rightarrow,1],pos_label=1)
       fpr3,tpr3,thresh3 = roc_curve(y_test, model_svc.
        →decision_function(X_test),pos_label=1)
       fpr4,tpr4,thresh4 = roc_curve(y_test, model_knn.predict_proba(X_test)[:
        \hookrightarrow,1],pos_label=1)
       fpr5,tpr5,thresh5 = roc_curve(y_test, model_nb.predict_proba(X_test)[:
        \hookrightarrow,1],pos_label=1)
[112]: from sklearn.metrics import roc_auc_score
       roc_auc_score1 = roc_auc_score(y_test, model_rf.predict_proba(X_test)[:,1])
       roc_auc_score2 = roc_auc_score(y_test, model_lr.predict_proba(X_test)[:,1])
```

```
roc_auc_score3 = roc_auc_score(y_test, model_svc.decision_function(X_test))
roc_auc_score4 = roc_auc_score(y_test, model_knn.predict_proba(X_test)[:,1])
roc_auc_score5 = roc_auc_score(y_test, model_nb.predict_proba(X_test)[:,1])

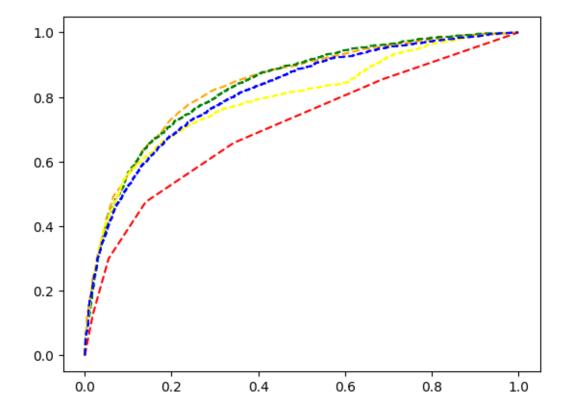
print("Random Forest:", roc_auc_score1)
print("Logistic Regression", roc_auc_score2)
print("Support Vector Machine", roc_auc_score3)
print("K-Nearest Neighbours", roc_auc_score4)
print("Naive Bayes:", roc_auc_score5)
```

Random Forest: 0.8373767761206145 Logistic Regression 0.8340912403521127 Support Vector Machine 0.7929215226047653 K-Nearest Neighbours 0.7074472392285152 Naive Bayes: 0.8148504727541593

```
[113]: plt.plot(fpr1,tpr1,linestyle='--', color='orange', label='Random Forest')
plt.plot(fpr2,tpr2,linestyle='--', color='green', label='Linear Regression')
plt.plot(fpr3,tpr3,linestyle='--', color='yellow', label='Support Vector__

Machine')
plt.plot(fpr4,tpr4,linestyle='--', color='red', label='K-Nearest Neighbours')
plt.plot(fpr5,tpr5,linestyle='--', color='blue', label='Naive Bayes')
```

[113]: [<matplotlib.lines.Line2D at 0x7963d4b13ee0>]



8 Conclusion

As per the Graph and ROC AUC Score, Random Forest Model performed Well. $\,$