

# CUSTOMER RETENTION and CHURN ANALYSIS

500

Total Customers

600

Total Churned

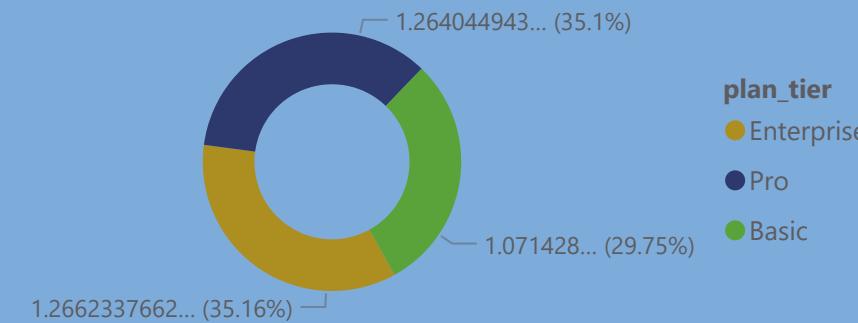
1.20

Churn Rate

## Country Based

- CA
- DE
- FR
- IN
- UK
- US

Churn Rate by Plan Type



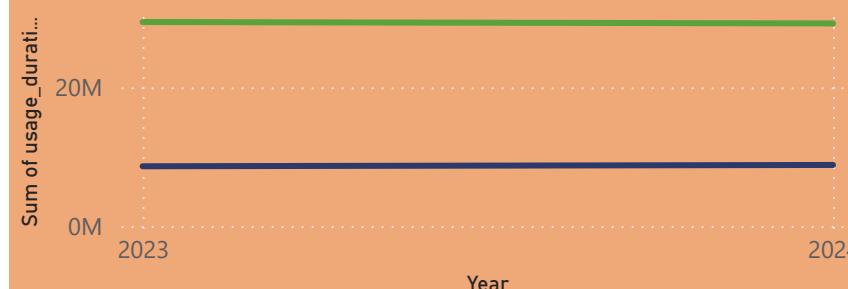
## Subscription Date

09-01-2023

31-12-2024

Duration used by Year

churn\_flag ● False ● True



Churn Rate based on TicketId



## Plan Type

- Basic
- Enterprise
- Pro