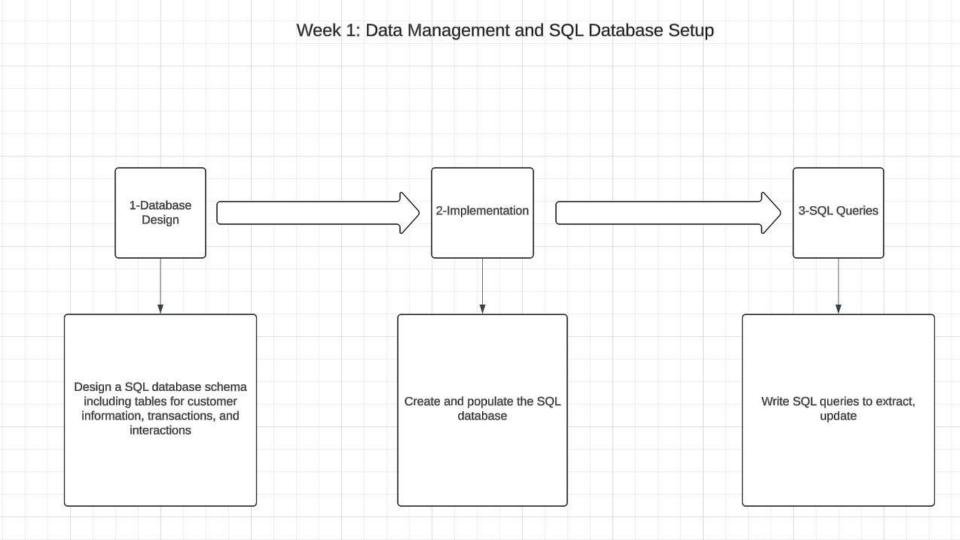
Customer Data Managment

Team:

- 1. Mohamed Sameh (leader)
- 2. Rawan Amr
- 3. Esraa Osama
- 4. Mohamed Ibrahim
- 5. Shahd Waleed
- 6. Ali Sherif

Contents of this template

Week 1	Data Managment & SQL Database Setup
Week 2	Data Warehousing & Python Programming
Week 3	Data Science & Model Building
Week 4	Using Predictive Model & Final presentation



Here is the schemas of week 1



Contains the tables of the customers info like shown

Views for week 1

→ D Views > 🗗 avg_time_between_transactions_interactions > 🗗 count_of_interaction > 🗗 count_of_transaction > 🗗 count_transaction_2023 > 🗗 customers_no_transaction_multiple_interactions > 🗗 customers_transaction_no_interaction > 🗗 recent_transaction_interaction > 🗗 store_transaction_with_customer > 🗗 sum_of_amount

Views to extract the data of the customers

Views data preview

Data	preview - count_of_interaction	Showing 1000 rows Search	
曲	ABC first_name	123 count_of_interaction	
1	Marylyn	2	
2	Ciera	1	
3	Ling	t t	
4	Divina	2	
5	Pinkie	2	
б	Shirely	1	
7	Jerome	3	
8	Lissa	3	
9	Klara	8	
10	Vernetta	3	
11	Takako	1	
12	Antony	d.	
13	Joaquin	3	
14	Adam	4	
15	Ami	4	
16	Domingo	3	
17	Rosa	2	
18	Syreeta	1	
19	Melani	Ŷ.	
20	Kimberli	2	
21	Zelma	2	
22	Addie	4	
23	Sheba	1	
24	Mariette	1	
25	Williamse ceeded (0 sec 938 ms)	1	

Views data preview

Data	preview - count_transaction_2023	Showing 1000 rows Search	
⊞	ABC full_name	123 count_transaction_2023	
1	Michel Blankenship	а	
2	Bernetta Summers	ja –	
3	Ann Heath	1	
4	Genny Hensley	2	
5	Lean Stark	1	
6	Ara Vazquez	1	
7	Houston Vasquez	1	
8	Jina Cooper	1	
9	Theo Reese	1	
10	Damian Mills	1	
11	Rodolfo Buck	2	
12	Ayanna Rhodes	1	
13	Susann Bass	2	
14	Rolanda Larsen	1	
15	Aleta Stone	1	
16	Julius Holt	1	
17	Burma Summers	1	
18	Rosa Kinney	1	
19	Sarah Kirkland	1	
20	Jenna Saunders	1	
21	Jovita Bishop	2	
22	Kristofer Craig	2	
23	Tomika Wilder	2	
24	Arlena Buckner	3	
25	Delfine Gilliam ceeded (1 sec 92 ms)	a a	

Views data preview

Data	preview - sum_of_amount	Showing 1000 rows Search	
⊞	ABC full_name	12F sum_of_amount	
1	Michel Blankenship	4672.46	
2	Bernetta Summers	5967.2	0
3	Ara Vazquez	1983.56	
4	Houston Vasquez	3156.59	
5	Jina Cooper	1694.73	
б	Theo Reese	6341.89	
7	Renay Atkins	1026.25	
8	Quyen Houston	1079.26	
9	Miquel Neal	1112.99	
10	Burma Summers	4048.74	
11	Jovita Bishop	9961.95	
12	Kristofer Craig	5843.12	
13	Tomika Wilder	3266.74	
14	Martha Burgess	1603.66	
15	Carson Macias	10584.03	
16	Evelina Manning	2463.45	
17	Shawnda Glover	9369.6	
18	Lynn Mcmahon	6390,22	
19	Hope Cotton	1968.94	
20	Basil Ballard	2362.79	
21	Ann Heath	4154.78	
22	Genny Hensley	3854.02	
23	Rodolfo Buck	3403.58	
24	Aleta Stone	4072.68	
25	tulius Holt ceeded (9 sec 755 ms)	450.15	*

Stored procedures

- Stored Procedures
 - ${\color{red} \blacksquare} \ \, \mathsf{UpdateTransactionByCustomerName}$
 - UPDATE_transaction_status
 - UPDATE_interactio_type
 - UpdateCustomerInfo

Procedures to update customer data

Example of using stored procedures



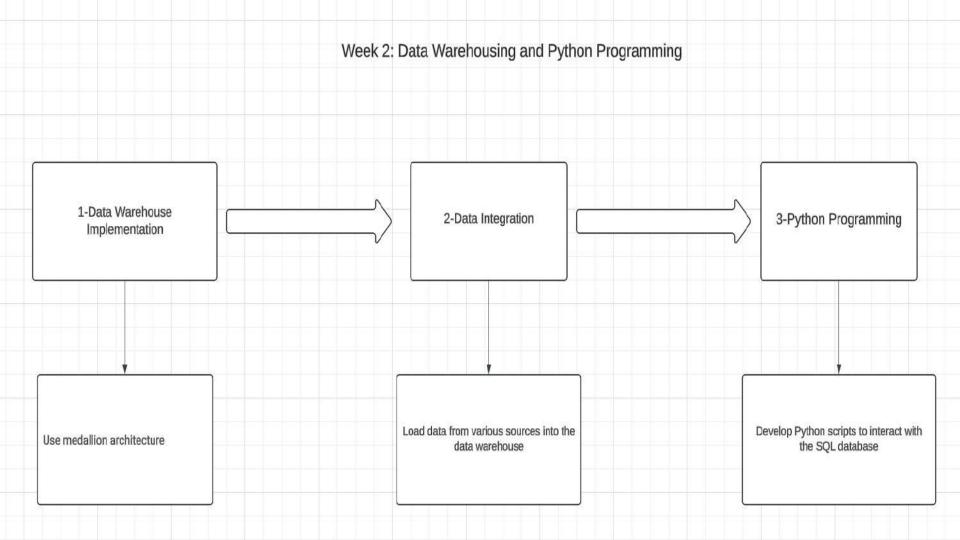
Before updating

Example of using stored procedures

EXEC [customer data management_1].[customer_db].[UpdateCustomerInfo] @CustomerID = 22, @Email = 'john.new@example.com'

After applying the stored procedure





Firstly

Data Warehousing

Medallion Architecture







BI & Reporting



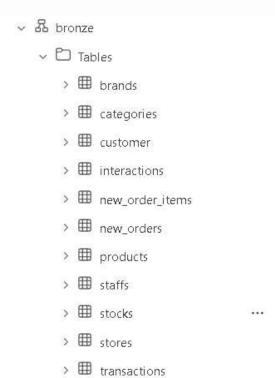
Data Science & ML

Bronze pipline



From the source to the bronze

Bronze Schema



From the source to the bronze

Silver Schema

- ∨ 🖒 Tables
 - > **=** customers
 - > 🖩 dim_order_items
 - > III dim_orders
 - > III dim_stores
 - > III dim_transactions
 - > III interactions
 - > III products

Stored procedures to transfer data to the Silver Schema

3 Stored Procedures

■ UPDATE_customer

■ INSERT_customer

■ UPDATE transactions

INSERT transactions

■ UPDATE interactions

■ INSERT interactions

UPDATE silver schema

UPDATE product silver

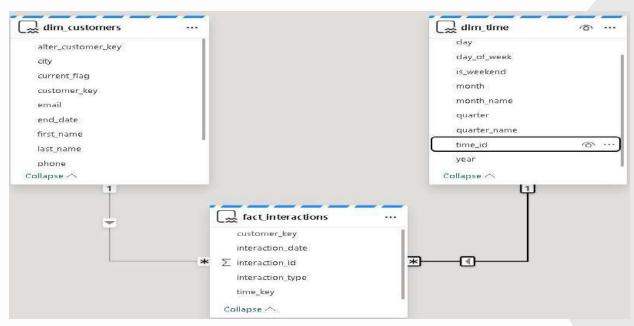
UPDATE dim_orders silver

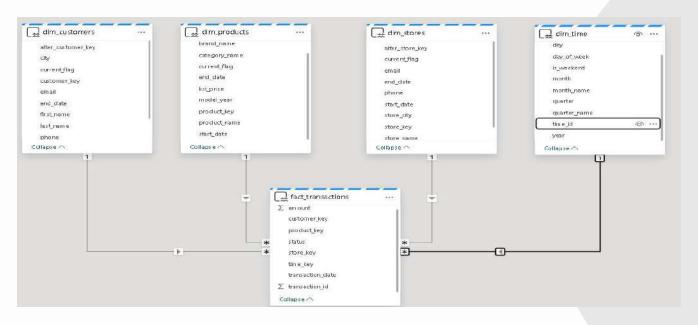
copy transactions from bro...

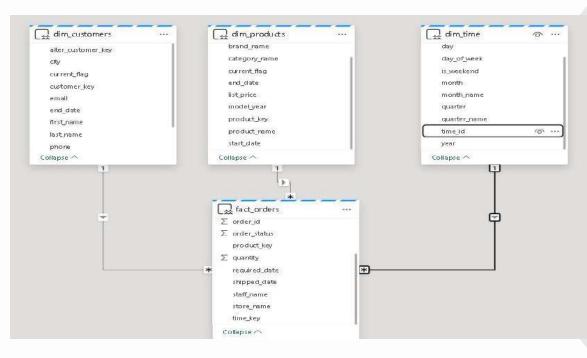
UPDATE_stores

UPDATE order_item silver

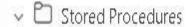
- ∨ ¼ gold
 - v 🗅 Tables
 - → **III** dim_customers
 - > III dim_order_items
 - > 🖩 dim_products
 - > III dim_stores
 - > ⊞ dim_time
 - > fact_interactions
 - > **fact_orders**
 - > III fact_transactions







Stored procedures to update gold schema



UPDATE customer_dim

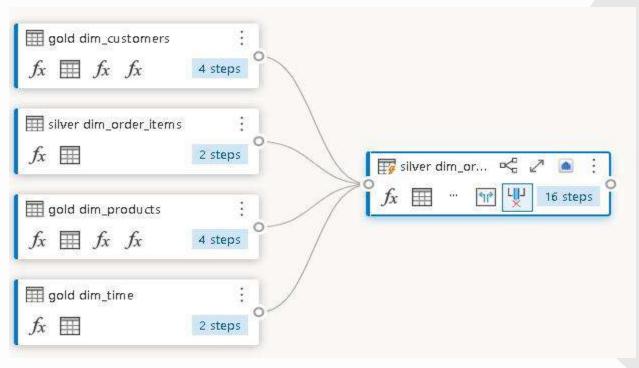
UPDATE gold schema

■ UPDATE dim_stores

UPDATE dim_products

UPDATE dim_order_items

Fact table by dataflow gen 2



Data preview

ata	preview - dim_stor	es						Sh	owing 1000 rows	Search
₽	123 store_key	123 alter_store_key	ABC store_name	ABC phone	ABC email	ABC store_city	ABC store_state	start_date	end_date	0/1 current_flag
1	4	2	Baldwin Bikes	99839	baldwin@bikes.shop	Baldwin	NÝ	2024-10-07	NULL	1
2	ä	1	Santa Cruz Bikes	(831) 476-4321		Santa Cruz	CA	2024-09-30	NULL	i
3	3	3	Rowlett Bikes	(972) 530-5555	rowlett@bikes.shop	Rowlett	TX	2024-09-30	NULL	1
4	2	2	Baldwin Bikes	(516) 379-8888	baldwin@bikes.shop	Baldwin	NY	2024-09-30	2024-10-07	D

secondly

Python programming

```
# Customer interaction report
  1
       customer interaction df = spark.sql("""
  2
  3
          SELECT
               dc.customer_key,
  4
  5
               dc.first name,
               dc.last name,
               fl.interaction_type,
  8
               COUNT (fi.interaction id) AS total interactions,
               MIN(fi.interaction_date) AS first_interaction_date,
  9
 10
               MAX(fi.interaction date) AS last interaction date
           FROM fact interactions fi
 11
          JOIN dim customers dc ON fi.customer key = dc.customer key
 12
          GROUP BY dc.customer_key, dc.first_name, dc.last_name, fi.interaction_type
 13
      ....)
 14
 15
 16
      # Displaying the customer interaction report
 17
      customer interaction df.show()
 18

    Command executed in 3 sec 560 ms by Suez Gahar on 2:59:43 AM, 10/07/24
```

|customer key|first name|last name|interaction type|total interactions|first interaction date|last interaction date|

(d)	673	Adam	Henderson	Complaint	1	2024-08-09 00:00	3:00 2024-08-09 00:00:00
3	1045	Pasquale	Hogan	Complaint	1	2024-07-01 00:00	9:00 2024-07-01 00:00:00
A	1361	Destiny	Goodman	Complaint	1	2024-02-04 00:00	0:00 2024-02-04 00:00:00
Ji .	651	Laune	Pena	Complaint	1.	2024-01-16 00:00	0:00 2024-01-16 00:00:00
- Di	1268	Sung	Chambers	Review	1	2023-09-23 00:00	9:00 2023-09-23 00:00:00
jji	504	Tiana	Henderson	Review	1	2024-09-14 00:00	9:00 2024-09-14 00:00:00
Ü	855	Lean	Stark	Inquiry	11	2023-09-30 00:00	0:00 2023-09-30 00:00:00
Ì	253	Maurice	Norton	Inquiry	1	2024-07-07 00:00	1:00 2024-07-07 00:00:00
	1299	Shauna	Edwards	Inquiry	2	2024-01-13 00:00	0:00 2024-05-24 00:00:00
Ü	124	Jeni	Booker	Inquiry	11	2024-09-02 00:00	3:00 2024-09-02 00:00:00
ii	887	Graig	Cannon	Inquiry	1]	2024-01-27 00:00	0:00 2024-01-27 00:00:00
55	794	Donette	Mccarthy	Complaint	1	2024-06-24 00:00	0:00 2024-06-24 00:00:00

Python

```
# Customer transaction report
     customer_transaction_df = spark.sql("""
         SELECT
             dc.customer_key,
             dc.first_name,
             dc.last_name,
             COUNT(ft.transaction id) AS total transactions,
             SUM(ft.amount) AS total_amount_spent,
             AVG(ft.amount) AS avg transaction value,
10
             MIN(ft.transaction_date) AS first_transaction_date,
             MAX(ft.transaction_date) AS last_transaction_date
11
12
         FROM fact_transactions ft
13
         JOIN dim customers dc ON ft.customer key - dc.customer key
14
         GROUP BY dc.customer key, dc.first name, dc.last name
15
     ....
16
17
     # Displaying the customer transaction report
18
     customer_transaction_df.show()
19
```

[3] - Command executed in 3 sec 498 ms by Suez Gahar on 2:59:47 AM, 10/07/24

custamer_key	first_name	last_name tota	l_transactions	total_amount_spent a	vg_transaction_value f	irst_transaction_date	Last_transaction_date
1393	 Vivian	Deleon	11	1678.46	+- 1678.46	2024-05-21 00:00:00	2024-05-21 00:00:00
32	Araceli	Golden	21	2063.76	1031.88	2024-02-06 00:00:00	2024-02-06 00:00:00
1321	Shantel	Gregory	31	3964.63	1321,54333333333333	2024-02-18 00:00:00	2024-07-19 00:00:00
334	Somen	Jordan	2	2860.83	1430.415	2024-08-10 00:00:00	2024-09-05 00:00:00
857	Inga	Koch	21	1965.3899999999999	982.6949999999999	2024-04-01 00:00:00	2024-07-12 00:00:00
53	Saturnina	Garner	эј	8591.3800000000001	2863,7933333333333	2023-09-26 00:00:00	2024-06-27 00:00:00
34	Brittney	Woodward	2	3196.740000000000002	1598.37000000000001	2023-10-19 00:00:00	2023-11-07 00:00:00
146	Stefany	Potter	31	1768.55	589.51666666666671	2024-01-26 00:00:00	2024-05-04 00:00:00
990	Casimira	Chapman	4	8302.87	2075.7175	2024-03-01 00:00:00	2024-06-28 00:00:00
15	Linnie	Branch	3	5529.76	1843.2533333333333	2023-10-16 00:00:00	2024-04-29 00:00:00
385	Rochelle	Wand	2	4946.93	2473.465	2023-12-29 00:00:00	2024-04-09 00:00:00
1268	Sung	Chambers	3	2525.14	841.71333333333333	2023-11-01 00:00:00	2023-12-24 00:00:00

Python

```
# Top selling products report
     top_selling_products_df = spark.sql("""
         SELECT
 4
             dp.product key,
             dp.product_name,
             COUNT (ft.transaction id) AS total sales,
             SUM(ft.amount) AS total revenue,
             AVG(ft.amount) AS avg sale price
         FROM fact transactions ft
9
10
         JOIN dim_products dp ON ft.product_key = dp.product_key
11
         GROUP BY dp.product key, dp.product name
12
         ORDER BY total sales DESC
13
         LIMIT 10
     ....
14
15
     # Displaying the top selling products report
16
     top selling products df.show()
17
18
```

[4]	~	- Command	executed i	n 1 sec	503 ms	by Suez	Gahar	on 2:59:49	AM,	10/07/24

avg_sale_price	total_revenue	product_name total_sales	product_key
1207,4762264150945	63996.2400000000005	hredder Pro 53	100 Haro Sh
1207.4762264150945	63996.2400000000005	hredder Pro 53	99 Haro Sh
2089.342258064513	64769.610000000000	ift+ Lowste 31	197 Trek Li
2089.342258064513	64769.610000000002	ift+ Lawste 31	196 Trek Li
1502.87633333333333	45086.290000000001	a Townie Or 30	328 Electra
1228.339285714286	34393.500000000001	a Sweet Rid 28	302 Electra
1228.339285714286	34393.500000000001	a Sweet Rid 28	303 Electra
1702.0007142857144	47656.0200000000004	lightline T 28	41 Haro Fl
724.68375	17392.41	uel EX 9.8 24	46 Trek Fu
1593.7213636363649	35061.870000000002	a Sweet Rid 22	301 Electra

[6]

```
# Top customers by sales
  1
       top_customers_df = spark.sql("""
           SELECT
  4
               dc.customer_key,
               dc.first_name,
               dc.last name,
               SUM(ft.amount) AS total_spent
  7
  8
           FROM fact transactions ft
           JOIN dim customers dc ON ft.customer key = dc.customer key
  9
 10
           GROUP BY dc.customer_key, dc.first_name, dc.last_name
 11
           ORDER BY total spent DESC
 12
           LIMIT 10
 13
       .....
 14
 15
       # Displaying the top customers by sales
       top customers df.show()
 16
 17
Command executed in 1 sec 483 ms by Suez Gahar on 2:59:53 AM, 10/07/24
```

total_spent	last_na me	first_na me :	customer_key
14009.699999999999	Sawyer	Tanesha	875
13533.36	Barry	Mical	1283
12508.8500000000002	Hess	Bart	399
12160.31	Frost	Virgil	286
11928.689999999999	Anderson	Lavonne	366
11881.3699999999999	Lloyd	Angelina	267
11723.2899999999999	Riddle	Stephaine	206
11428.07999999998	Clark	Kim	1183
11383.58000000000002	Patrick	Elanor	376
11249.46	Steele	Romeo	1190

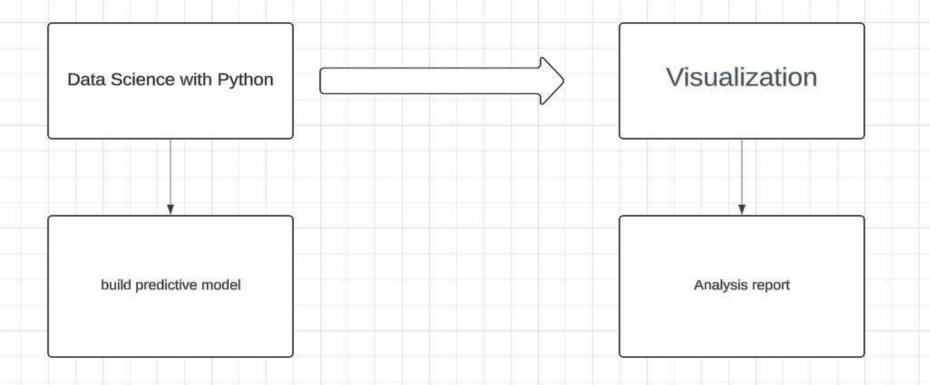
Python

```
# Top selling products report
     top_selling_products_df = spark.sql("""
         SELECT
 4
             dp.product key,
             dp.product_name,
             COUNT (ft.transaction id) AS total sales,
             SUM(ft.amount) AS total revenue,
             AVG(ft.amount) AS avg sale price
         FROM fact transactions ft
9
10
         JOIN dim_products dp ON ft.product_key = dp.product_key
11
         GROUP BY dp.product key, dp.product name
12
         ORDER BY total sales DESC
13
         LIMIT 10
     ....
14
15
     # Displaying the top selling products report
16
     top selling products df.show()
17
18
```

[4]	~	- Command	executed i	n 1 sec	503 ms	by Suez	Gahar	on 2:59:49	AM,	10/07/24

avg_sale_price	total_revenue	product_name total_sales	product_key
1207,4762264150945	63996.2400000000005	hredder Pro 53	100 Haro Sh
1207.4762264150945	63996.2400000000005	hredder Pro 53	99 Haro Sh
2089.342258064513	64769.610000000000	ift+ Lowste 31	197 Trek Li
2089.342258064513	64769.610000000002	ift+ Lawste 31	196 Trek Li
1502.87633333333333	45086.290000000001	a Townie Or 30	328 Electra
1228.339285714286	34393.500000000001	a Sweet Rid 28	302 Electra
1228.339285714286	34393.500000000001	a Sweet Rid 28	303 Electra
1702.0007142857144	47656.0200000000004	lightline T 28	41 Haro Fl
724.68375	17392.41	uel EX 9.8 24	46 Trek Fu
1593.7213636363649	35061.870000000002	a Sweet Rid 22	301 Electra

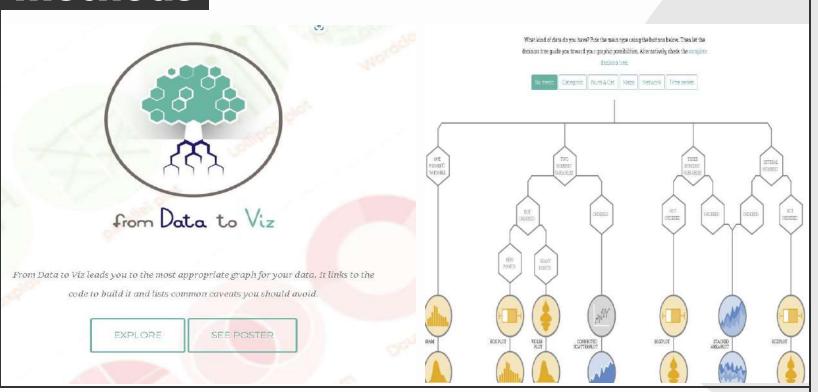
Week 3: Data Science

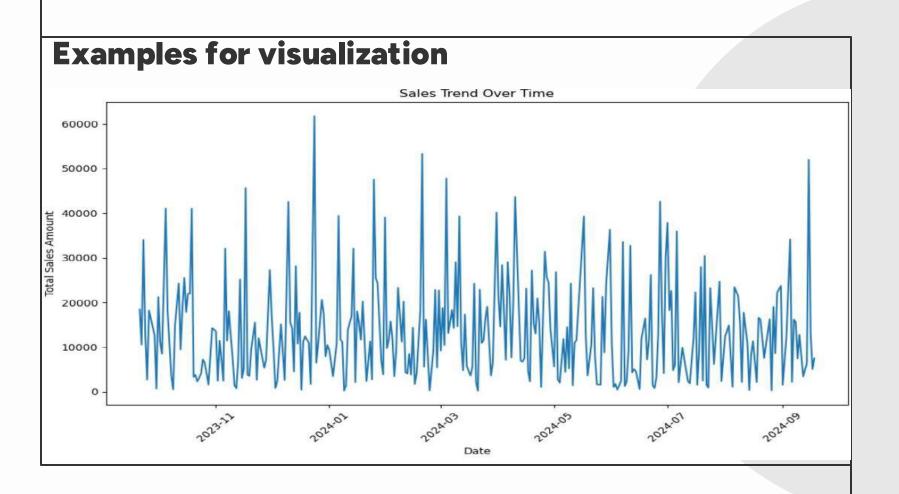


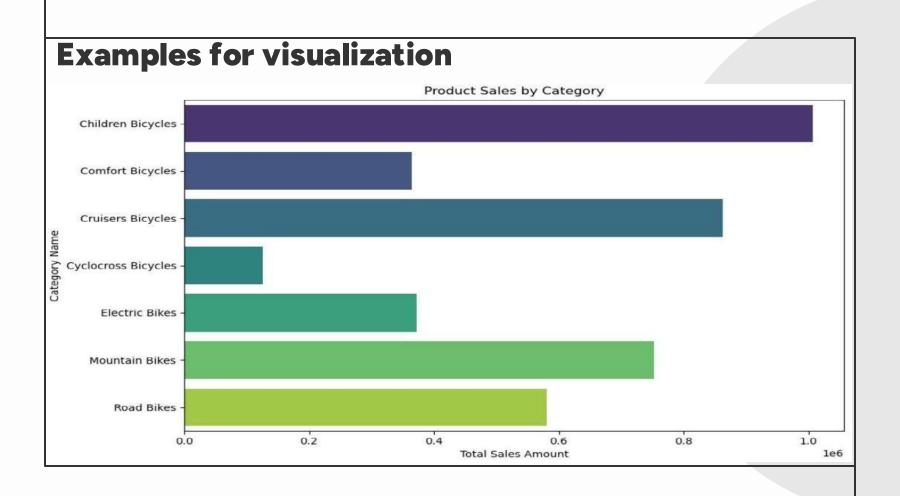
Firstly

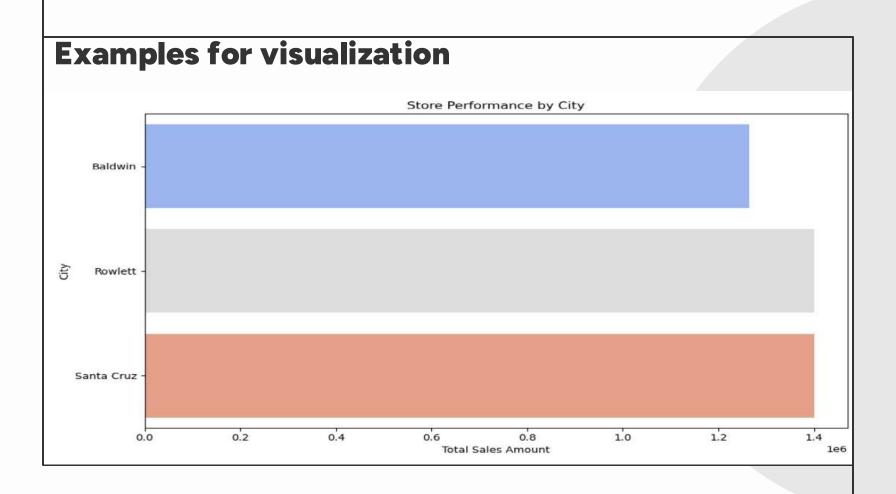
Data science

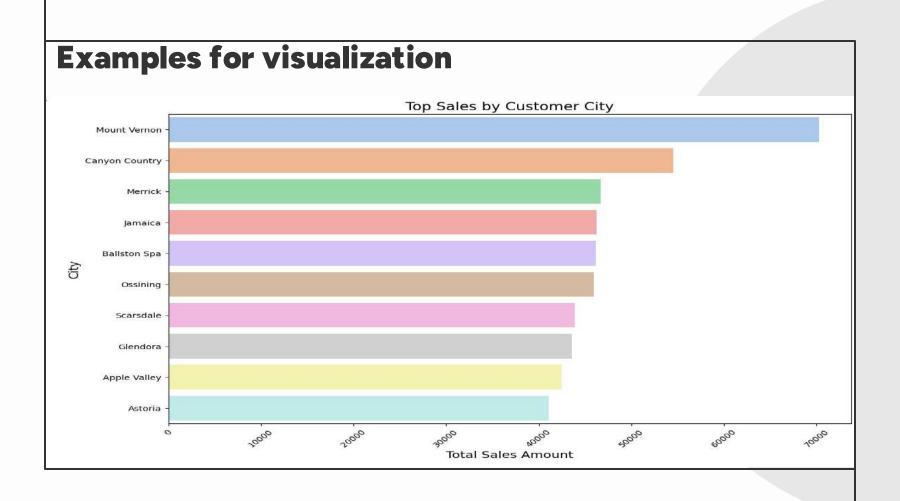
methods



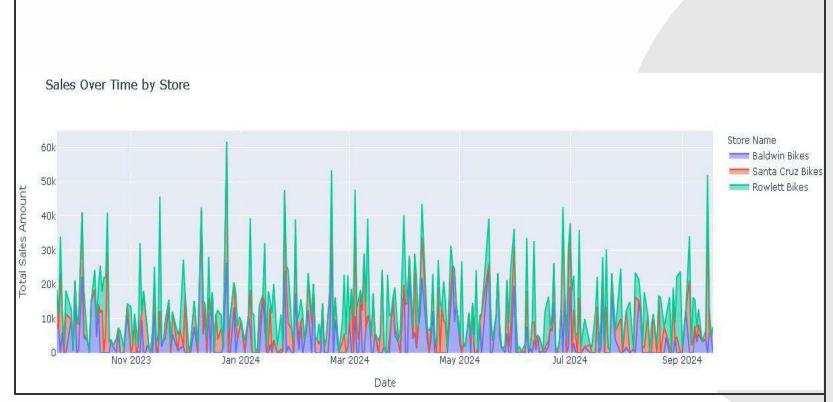








Examples for visualization



secondly

Model building

Important libraries & loading the data (table reading)

```
from pyspark.ml.classification import RandomForestClassifier
1
     from pyspark.ml.feature import VectorAssembler
3
     from pyspark.ml.evaluation import BinaryClassificationEvaluator
4
     from pyspark.ml.tuning import ParamGridBuilder, CrossValidator
5
     from pyspark.sql import functions as F
6
     from pyspark.ml import Pipeline
8
     قراءة الحداول #
9
     df customers = spark.read.table('dim customers')
10
     df products = spark.read.table('dim products')
11
     df time = spark.read.table('dim time')
12
     df_stores = spark.read.table('dim_stores')
13
     df interactions = spark.read.table('fact interactions')
14
     df transactions = spark.read.table('fact transactions')
     تم تعديل هذا العزء # df_orders = spark.read.table('fact orders') #
15
16
```

Merging specific data

```
# دمج البيانات اللازمة
df_churn = df_customers \
.join(df_interactions, 'customer_key', 'left') \
.join(df_transactions, 'customer_key', 'left') \
.join(df_orders, 'customer_key', 'left') # نم تعديل هذا الجزء
```

Creating new features

```
# أيسًا، ميزات جليدة

df_churn = df_churn \

.groupBy('customer_key') \

.agg(

F.count('order_id').alias('total_orders'),

F.count('interaction_id').alias('total_interactions'),

F.sum('amount').alias('total_spent'),

F.max('interaction_date').alias('last_interaction_date'),

F.min('interaction_date').alias('first_interaction_date'))
```

Calculating relation time

```
# مساب مدة العلاقة

df_churn = df_churn \

.withColumn('customer_lifetime', F.datediff(F.current_date(), 'first_interaction_date')) \

.withColumn('churned', F.when(F.datediff(F.current_date(), 'last_interaction_date') > 30, 1).otherwise(0))
```

Removing empty values

```
# إزالة القيم الغارغة 
feature_columns = ['total_orders', 'total_interactions', 'total_spent', 'customer_lifetime']
df churn cleaned = df churn.na.drop(subset=feature_columns)
```

Splitting the data into train and test

```
# تقسيم البيانات
train_data, test_data = df_churn_cleaned.randomSplit([0.8, 0.2], seed=1234)
```

Train: 80% Test: 20%

```
Creating Vector assembler , Randomforest , Grid search , Cross-Validation

# الميزات Vector Assembler إنشاء المعادة assembler = Vector Assembler (input Cols=feature_columns, output Col='features', handle Invalid='skip')

# الشاء Random Forest Classifier

rf = Random Forest Classifier (label Col='churned', features Col='features')
```

pipeline = Pipeline(stages=[assembler, crossval])

Model Training & Prediction

```
تدریب النموذج #
cvModel = pipeline.fit(train_data)
# التنبؤ على مجموعة الاختبار
predictions = cvModel.transform(test_data)
```

Model Evaluation

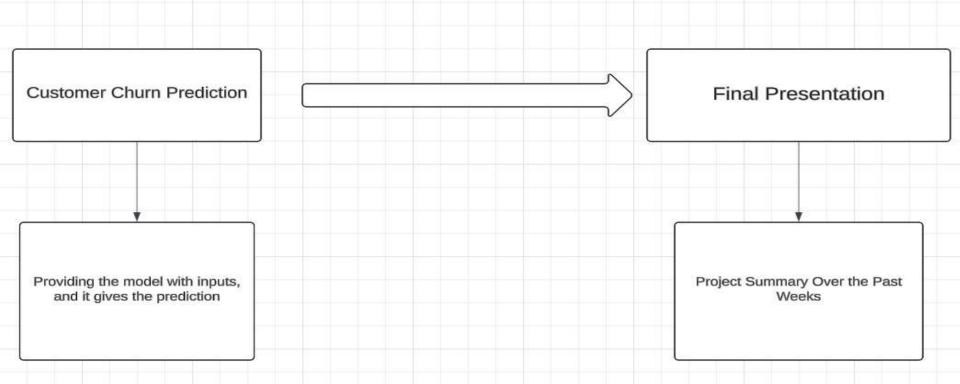
```
75
     AUC تقييم النموذج باستخدام #
76
     auc = evaluator.evaluate(predictions)
77
     print(f"Area Under ROC: {auc}")
78
79
     استخراج أهمية الميزات من أفضل نموذج #
     RandomForest استرجاع أفضل نموذج # RandomForest استرجاع أفضل نموذج #
80
81
     importances = best_rf_model.featureImportances
82
     print(f"Feature Importances: {importances}")
83
feature columns = ['total_orders', 'total_interactions', 'total_spent', 'customer_lifetime']
```

Results

Feature Importances: (4,[0,1,2,3],[0.18801491955270033,0.11321680322382169,0.24472010817663795,0.4540481690468401])

Run metrics (2)	
areaUnderROC_test_data	0.8337325349301397
accuracy_test_data	0.9340659340659341

Week 4: Using predictive model and Final Presentation



Prediction according to input

```
input data = spark.createDataFrame([
     (26, 5000.00, 20, 30) # customer lifetime, total spent, total orders, total interactions
     ], ["customer lifetime", "total spent", "total orders", "total interactions"])
     predictions = model.transform(input data)
     predictions.show()

    Command executed in 830 ms by Suez Gahar on 11:29:44 AM, 10/09/24

                                 -----
|customer lifetime|total spent|total orders|total interactions|
                                                         features
                                                                     rawPrediction
                                                                                       probability|prediction|
                                             30[[20,0,30,0,5000,0,...][28,3826676907322...][0,56765335381464...]
input data = spark.createDataFrame([
        (300, 15000.00, 30, 50) # customer lifetime, total spent, total orders, total interactions
     ], ["customer lifetime", "total spent", "total orders", "total interactions"])
     predictions = model.transform(input data)
     predictions.show()

    Command executed in 900 ms by Suez Gahar on 11:22:51 AM, 10/09/24

|customer lifetime|total spent|total orders|total interactions| features| rawPrediction|
                                             50|[30.0,50.0,15000....|[5.59409381457472...|[0.11188187629149...|
                 15000.0
```

Prediction according to input

```
import mlflow
       model uri = "runs:/d8f40238-e76d-4b60-9f55-2a251854c0c3/model"
       model = mlflow.spark.load_model(model_url)
  8
       تمرير بيانات متنوعة للتلبؤ #
       input data - spark.createDataFrame([
  10
           منان 1: العميل تقيي 50 بوفا، أبعض 50,000.75 دولار، قيم 15 طلئا، وشارك في 20 تعامل # . (50, 5000.75, 15, 20)
  11
           مثال 2: العميل قصي 120 برمًا، أبهق 25000.99 دولار، قيم 50 طلبًا، وشارك في 100 تفاعل # (120, 25000.99, 50, 100).
  17
           مثال 3: العميل قضى 30 بومًا، أنيض 25.1500 دولار، قيم 8 طلبات، وشارك في 15 تغامل # (15.00.25, 8, 15).
  13
           مثال 4: العميا قضر 200 يومًا، أنتن 50000 دولار، قيم 100 طلب، وشارك في 250 تفاجل # . (200, 50000.00, 100, 250)
           صفال 5: العميل قضي 10 أبام، أبعض 100.50 دولار، قيم طليبن، وشارك في 5 تعاملات # (10, 100.50, 2, 5)
       ], ["customer_lifetime", "total_spent", "total_orders", "total_interactions"])
  16
 17
      إحراء التنبؤات باستخدام النموذج #
       predictions - model transform(input data)
  19
       predictions.show()
 20

    Command executed in 28 sec 103 ms by Suez Gahar on 11:16:19 AM, 10/09/24

2024/10/09 08:15:51 INFO mlflow.spark: 'runs:/d8f40238-e76d-4b60-9f55-2a251854c9c3/model' resolved as 'sds://onelakenortheurope.pbidedicated.windows.net/2d498147-60d2-487b-
8282-3fb25813be4e/c13b5d78-500f-4567-919a-d0227f829292/d8f49238-e76d-4b60-9f55-2a251854c0c3/artifacts/model*
Downloading artifacts: 100%
                                                              1/1 [00:00<00:00, 11:80it/s]
Downloading artifacts: 100%
                                                             28/28 [00:00 < 00:00, 493,08it/s]
2024/10/09 08:15:52 INFO mlflow.store.artifact.artifact repo: The progress bar can be disabled by setting the environment variable MLFLOW ENABLE ARTIFACTS PROGRESS BAR to
2024/10/09 08:15:53 INFO mlflow.spark: File 'runs:/d8f40238-e76d-4b60-9f55-2a251854c0c3/model/sparkm1' not found on DFS. Will attempt to upload the file.
2024/10/09 08:15:55 INFO mlflow.spark: Copied SparkML model to Files/tmp/mlflow/f527c2f7-84d9-4ca6-80a1-179ca57996b5
      customer lifetime total spent total orders total interactions
                                                                                       rawPrediction
                                                                        features
                     5000.751
                                                         20|[15.0.20.0.5000.7...|[5.60334545080591...|[0.11206690901611...|
              120
                    25000.991
                                       501
                                                        190 | [50.0.100.0.25000... | [6.36641919680480... | [0.12732838393609... |
                                                                                                                                1.0
                                                         15 | [8.0, 15.0, 1500.25... | [19.6641018507174... | [0.39328203701434... |
                                                                                                                                1.01
                     1500.25
                     50000.01
                                      100
                                                        250 [ [100.0.250.0.5000... | [3.12654765055833... | [0.06253095301116... |
                                                                                                                                1.01
                                                          5 | [2.0.5.0, 100.5, 10.0] | [19.4713650457543...] [0.38942730091508...]
               101
                       100.5
                                        21
                                                                                                                                1.0
```