

# WGU D210 PA

Andrew Shrestha

## Part I

### A. Interactive Dashboard

[https://public.tableau.com/app/profile/andrew.shrestha/viz/Dashboard2\\_16343507815340/Dashboard1?publish=yes](https://public.tableau.com/app/profile/andrew.shrestha/viz/Dashboard2_16343507815340/Dashboard1?publish=yes)

#### 1. Datasets Utilized in the Dashboard

Churn\_Clean.CSV (Uploaded)

&

Telco\_customer\_churn.CSV(Uploaded)

<https://www.kaggle.com/yeancz/telco-customer-churn-ibm-dataset>

#### 2. Installations

No Installations are necessary when viewing/ interacting with the Tableau created Dashboard. All that is needed is to follow the links above in web browser of your choice.

#### 3. Navigating Interactive Dashboard

##### Churn Category Option

- Ability to view all chart statistics with regards to whether a customer churned or not. This is done by only highlighting the Churn option across the whole dashboard, making it easier to visualize the relevant information.

##### Gender Category Option

- Ability to view gender segmentation in the Gender Churn Ratio graphic. The gender is segmented into three categories: Male, Female, and Non-Binary. This also utilizes Tableau's highlighting feature with the relevant information.

##### State Category Option

- Ability to view State specific/group specific revenue in the Monthly Revenue by U.S State graphic. Highlighting feature is utilized, as it will only show the specific state of interest along with the Revenue values associated with this.

#### **Clickable Options**

- Although not as interactive, the interactive dashboard also includes clickable options stating the top reasons for customer churn. This can enhance insights into why this is the case and give companies a better understanding on solid solutions they are able to fix.

#### **Combination of Category Options**

- Ability to combine the category view from the above three options to narrow down specifics in terms of further filtering information.