

CHURN ANALYSIS DASHBOARD

1869

Customers at Risk

2173

No of TechTickets

885

No of AdminTickets



\$2.86M

Yearly Charges

\$139.13K

Monthly Charges

CUSTOMER DEMOGRAPHICS

25%

SeniorCitizen in %

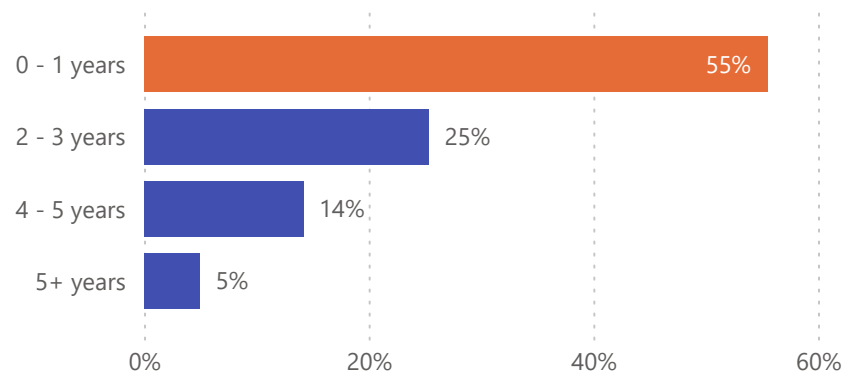
36%

Partner in %

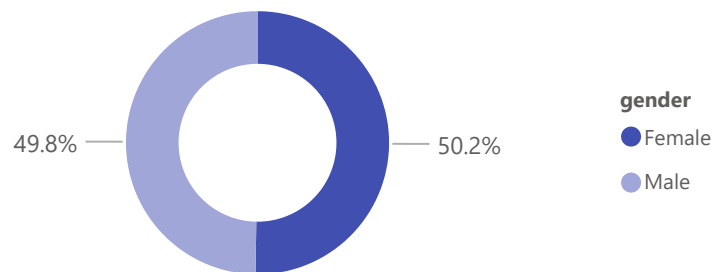
17%

Dependents in %

How many customers have been here for how long?

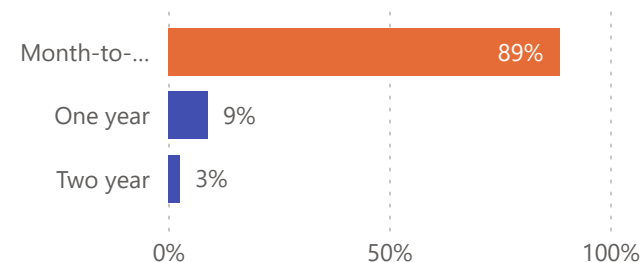


Gender Distribution

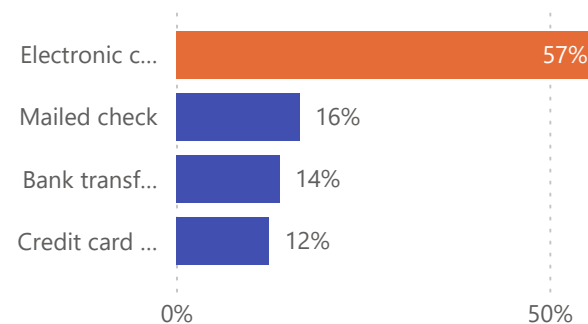


ACCOUNT INFORMATION

Contract Type



Contract Type



CUSTOMER SERVICES

29.2%

Have Device Protection

15.8%

Have Online Security

28.0%

Have Online Backup

43.8%

Have Streaming

43.6%

Have Streaming TV

16.6%

Have Tech Support



CUSTOMER RISK ANALYSIS

7043

Total Customers

26.54%

Churn Rate

Churn



\$16.06M

Sum of TotalCharges

Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Tenure

37

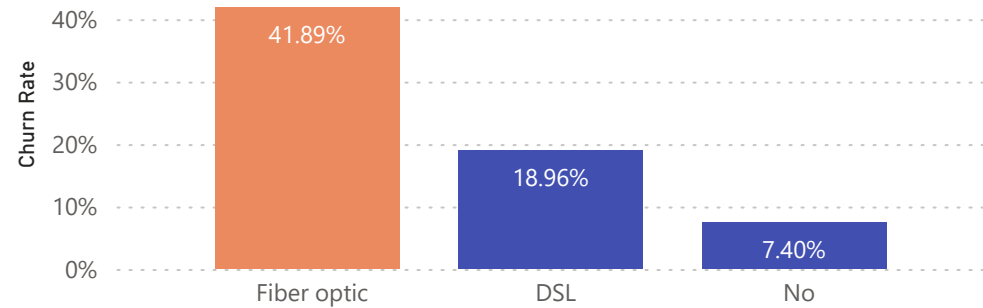
60



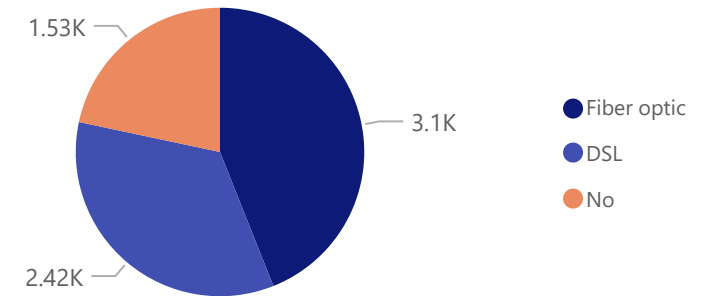
Contract Time

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

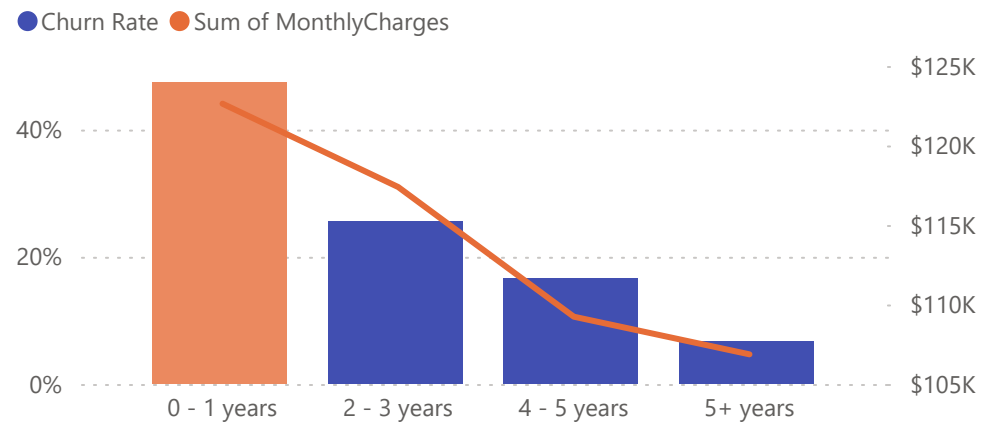
Churn by type of internet service



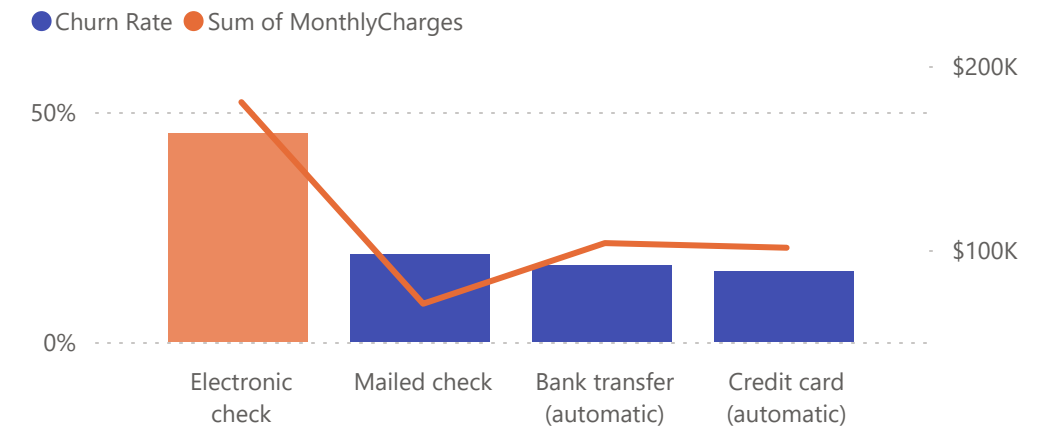
of customers by internet service



Years of contract



Churn by payment method

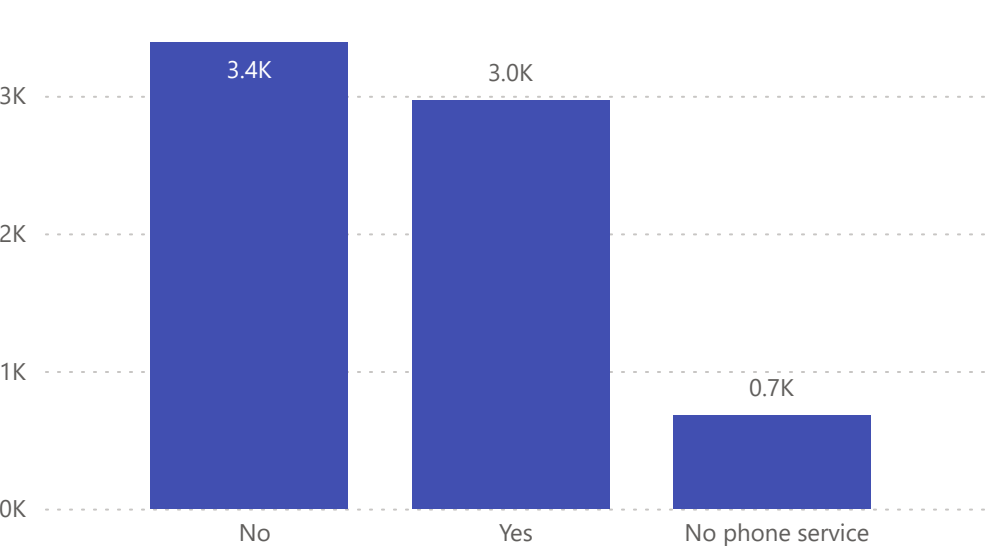


Churn?

- ☐ No
- ☐ Yes

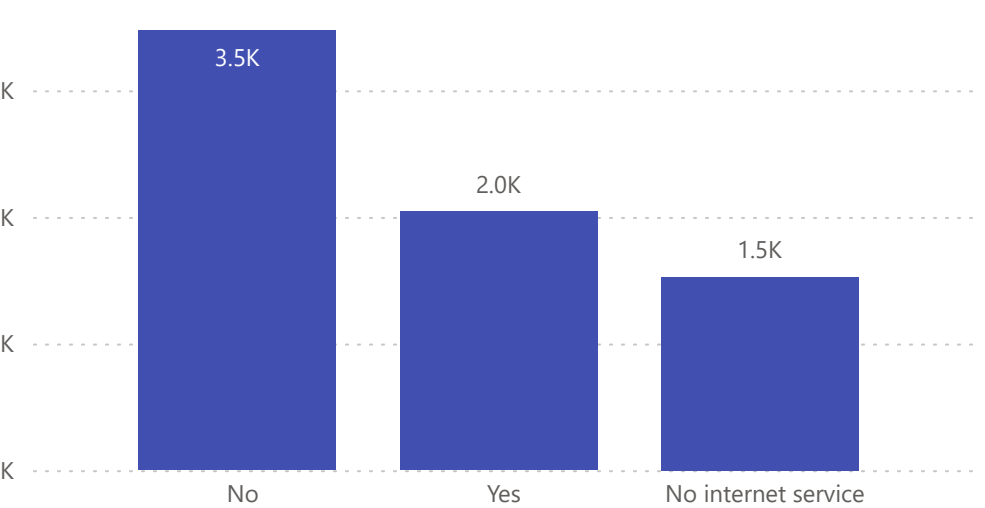
Admin Support Tickets Raised

Admin Support Tickets Raised by Customers with Multiple Lines

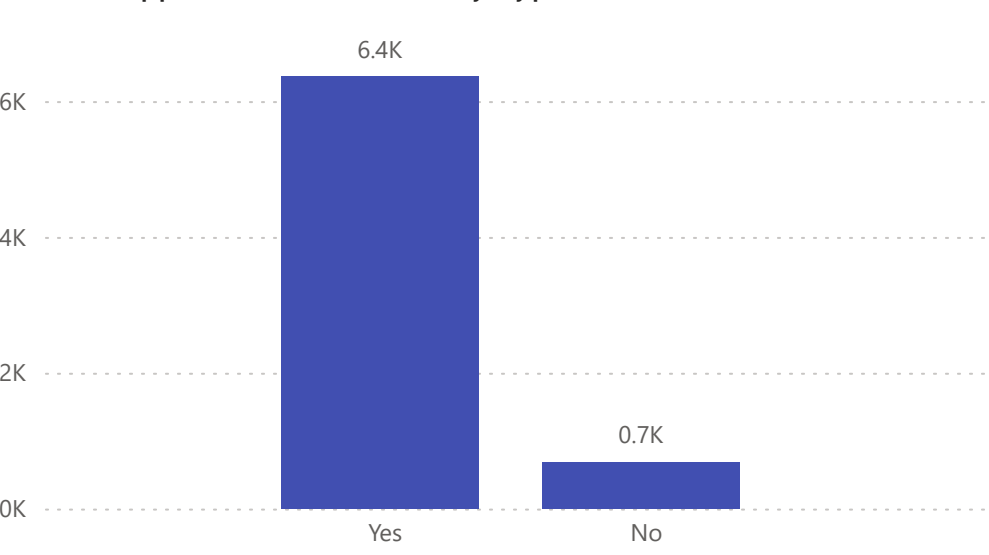


Tech Support Tickets Raised

Tech Support Tickets Raised by Subscription to Tech Support Services



Admin Support Tickets Raised by Type of Phone Services



Tech Support Tickets Raised by Type of Internet Services

