**Power Query Transformations**

**Add a new column in prod\_Churn**

1. Churn Status = if [Customer\_Status] = "Churned" then 1 else 0
2. Change Churn Status data type to numbers
3. Monthly Charge Range = if [Monthly\_Charge] < 20 then "< 20" else if [Monthly\_Charge] < 50 then "20-50" else if [Monthly\_Charge] < 100 then "50-100" else "> 100"

**Create a New Table Reference for mapping\_AgeGrp**

1. Keep only Age column and remove duplicates
2. Age Group = if [Age] < 20 then "< 20" else if [Age] < 35 then "20 - 35" else if [Age] < 50 then "35 - 50" else if [Age] < 70 then "50 - 70" else “>70”
3. AgeGrpSorting = if [Age Group] = "< 20" then 1 else if [Age Group] = "20 - 35" then 2 else if [Age Group] = "36 - 50" then 3 else if [Age Group] = "50 - 70" then 4 else 5
4. Change data type of AgeGrpSorting

**Create a new table reference for mapping\_TenureGrp**

1. Keep only Tenure\_in\_Months and remove duplicates
2. Tenure Group = if [Tenure\_in\_Months] < 6 then "< 6 Months" else if [Tenure\_in\_Months] < 12 then "6-12 Months" else if [Tenure\_in\_Months] < 18 then "12-18 Months" else if [Tenure\_in\_Months] < 24 then "18-24 Months" else ">= 24 Months"
3. TenureGrpSorting = if [Tenure\_in\_Months] = "< 6 Months" then 1 else if [Tenure\_in\_Months] = "6-12 Months" then 2 else if [Tenure\_in\_Months] = "12-18 Months" then 3 else if [Tenure\_in\_Months] = "18-24 Months " then 4 else 5
4. Change data type of TenureGrpSorting

**Create a new table reference for prod\_Services**

1. Unpivot services columns
2. Rename Column –
   1. Attribute >> Services
   2. Value >> Status

**Summary Page - Measures**

Total Customers = Count(prod\_Churn[Customer\_ID])

New Joiners = CALCULATE(COUNT(prod\_Churn[Customer\_ID]), prod\_Churn[Customer\_Status] = "Joined")

Total Churn = SUM(prod\_Churn[Churn Status])

Churn Rate = [Total Churn] / [Total Customers]

**Churn Prediction Page - Measures**

Count Predicted Churner = COUNT(Predictions[Customer\_ID]) + 0

Title Predicted Churners = "COUNT OF PREDICTED CHURNERS : " & COUNT(Predictions[Customer\_ID])