

1. Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

**Answer:**

The top 3 variables which contribute the most towards the probability of getting a lead converted are the following:

- a. Lead Source\_Welingak Website 3.4993
  - b. Lead Origin\_Lead Add Form 2.5970
  - c. What is your current occupation\_Working Professional 1.5436
  - d. Another important feature to be mentioned is the total time spent on the website.
2. What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

**Answer:**

The top 3 categorical or dummy variables which should be focused in order to increase the probability of lead conversion from the final model are as follows:

- a. Lead Source\_Welingak Website 3.4993
  - b. Lead Origin\_Lead Add Form 2.5970
  - c. What is your current occupation\_Working Professional 1.5436
3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

**Answer:**

A good strategy to convert such leads will be that from the model we know that the optimum cut off probability for leads conversion is at 0.3. So, all the leads where the value of conversion probability is 1 (sure to get converted) under the column of 0.3 probability will be ideally the best targeted customers.

	Converted	Converted_Prob	Lead_ID	Predicted	0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9	final_predicted
0	1	0.07	2930	0	1	0	0	0	0	0	0	0	0	0	0
1	0	0.09	378	0	1	0	0	0	0	0	0	0	0	0	0
2	1	0.99	2655	1	1	1	1	1	1	1	1	1	1	1	1
3	0	0.30	3752	0	1	1	1	0	0	0	0	0	0	0	0
4	0	0.17	6388	0	1	1	0	0	0	0	0	0	0	0	0
5	1	0.73	9197	1	1	1	1	1	1	1	1	1	0	0	1

4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

**Answer:**

To minimize the rate of useless phone calls when the company reaches its sales target for a quarter before the deadline, the sales team can employ the following strategy:

- Focus on lead nurturing activities such as personalized emails, SMS's and targeted newsletters.
- Sending automated SMS to customers that have very good likelihood of getting converted
- Collaborate with the sales team, management, and data scientists to teams to fine-tune the model and gather feedback on what worked and what didn't.
- Make the strategy for providing discounts or incentives to potential customers to encourage them to take action.
- Focus on building relationships with potential customers through other communication channels like email, social media, or chatbots.
- Gather feedback from existing customers to improve the quality of the leads generated and optimize the conversion rate.