

# CRM Analysis project

October 12, 2024

Customer Relationship Management (CRM) analysis involves the systematic examination and interpretation of data related to interactions between a business and its customers. Through CRM analysis, companies evaluate customer behavior, preferences, and feedback to gain valuable insights into their needs and expectations.

In the dataset below, the following steps have been performed:

1. Data Preprocessing:
  - Managed outliers
  - Addressed missing values.
  - Handled potential duplicates.
2. Exploratory Data Analysis (EDA):
  - Conducted a thorough analysis to identify patterns and relationships within the data.
3. Customer-Centric Feature Engineering (CRM Analytics):
  - Created Recency, Frequency, and Monetary (RFM) values for customer transaction insights.
  - Analyzed unique product purchase details.
  - Derived RFM scores to segment customers based on activity levels.
4. Additional Customer-Centric Features:
  - Calculated average days between purchases.
  - Identified preferred shopping days.
  - Determined peak shopping hours.

This comprehensive analysis provides a holistic understanding of customer behavior and purchasing patterns.

```
[ ]: import pandas as pd
import numpy as np
import matplotlib.pyplot as plt
import seaborn as sns
```

Reading the dataset to return the features and rows inside the dataset

```
[ ]: df = pd.read_csv("Ecom_CRM_analysis.csv", encoding='ISO-8859-1')
```

```
[ ]: df
```

```
[ ]: InvoiceNo StockCode Description Quantity \
0      536365      85123A  WHITE HANGING HEART T-LIGHT HOLDER      6
1      536365      71053          WHITE METAL LANTERN      6
2      536365      84406B    CREAM CUPID HEARTS COAT HANGER      8
3      536365      84029G  KNITTED UNION FLAG HOT WATER BOTTLE      6
4      536365      84029E    RED WOOLLY HOTTIE WHITE HEART.      6
...      ...      ...      ...      ...
541904    581587      22613    PACK OF 20 SPACEBOY NAPKINS      12
541905    581587      22899    CHILDREN'S APRON DOLLY GIRL      6
541906    581587      23254    CHILDRENS CUTLERY DOLLY GIRL      4
541907    581587      23255    CHILDRENS CUTLERY CIRCUS PARADE      4
541908    581587      22138    BAKING SET 9 PIECE RETROSPOT      3

      InvoiceDate UnitPrice CustomerID Country
0      12/1/2010 8:26      2.55    17850.0  United Kingdom
1      12/1/2010 8:26      3.39    17850.0  United Kingdom
2      12/1/2010 8:26      2.75    17850.0  United Kingdom
3      12/1/2010 8:26      3.39    17850.0  United Kingdom
4      12/1/2010 8:26      3.39    17850.0  United Kingdom
...      ...      ...      ...      ...
541904  12/9/2011 12:50      0.85    12680.0      France
541905  12/9/2011 12:50      2.10    12680.0      France
541906  12/9/2011 12:50      4.15    12680.0      France
541907  12/9/2011 12:50      4.15    12680.0      France
541908  12/9/2011 12:50      4.95    12680.0      France
```

[541909 rows x 8 columns]

Dataset Overview: Structure, Data Types, and Missing Values

```
[ ]: df.info()
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 541909 entries, 0 to 541908
Data columns (total 8 columns):
#   Column          Non-Null Count  Dtype
---  -
0   InvoiceNo        541909 non-null object
1   StockCode        541909 non-null object
2   Description      540455 non-null object
3   Quantity         541909 non-null int64
4   InvoiceDate       541909 non-null object
5   UnitPrice        541909 non-null float64
6   CustomerID       406829 non-null float64
7   Country          541909 non-null object
dtypes: float64(2), int64(1), object(5)
memory usage: 33.1+ MB
```

Missing Values Summary: Count of Null Values per Column

```
[ ]: df.isna().sum()
```

```
[ ]: InvoiceNo      0
      StockCode     0
      Description  1454
      Quantity     0
      InvoiceDate   0
      UnitPrice    0
      CustomerID   135080
      Country      0
      dtype: int64
```

Removing Rows with Missing CustomerID Values and Resetting the Index

```
[ ]: df = df.dropna(subset = ['CustomerID']).reset_index(drop = True)
```

Rechecking and making sure that all rows with null values have been dropped

```
[ ]: df.isna().sum()
```

```
[ ]: InvoiceNo      0
      StockCode     0
      Description   0
      Quantity     0
      InvoiceDate   0
      UnitPrice    0
      CustomerID    0
      Country      0
      dtype: int64
```

Removing Duplicate Rows While Keeping the First Occurrence

```
[ ]: df = df.drop_duplicates(keep='first')
```

Unique number of values for specific categorical columns

```
[ ]: columns_list = df[['InvoiceNo', 'StockCode', 'Description', 'CustomerID',
↪ 'Country']]

for column in columns_list:
    unique_count = columns_list[column].nunique()
    print(column, "-", unique_count)
```

```
InvoiceNo - 22190
StockCode - 3684
Description - 3896
```

CustomerID - 4372

Country - 37

Finding the sale value for each individual product sold

```
[ ]: df['total'] = (df['Quantity'] * df['UnitPrice']).round(3)
```

Top 20 Highest Quantity demanded products in terms of Quantity, sales value

```
[ ]: highest_qty_demanded = df.groupby('Description')['Quantity'].sum().
    ↪sort_values(ascending=False).head(20)
highest_sales_value = df.groupby('Description')['total'].sum().
    ↪sort_values(ascending=False).head(20).round(3)

# Create a figure with subplots for side-by-side display
fig, (ax1, ax2) = plt.subplots(1, 2, figsize=(15, 6)) # 1 row, 2 columns

ax1.axis('off')
ax2.axis('off')

# Add tables to each subplot
ax1.table(cellText=highest_qty_demanded.reset_index().values,
    ↪colLabels=highest_qty_demanded.reset_index().columns, loc='center')
ax1.set_title("Top 20 Items by Quantity Demanded")

ax2.table(cellText=highest_sales_value.reset_index().values,
    ↪colLabels=highest_sales_value.reset_index().columns, loc='center')
ax2.set_title("Top 20 Items by Total Sales Value")

# Display the tables
plt.tight_layout()
plt.show()
```

Top 20 Items by Quantity Demanded

| Description                        | Quantity |
|------------------------------------|----------|
| WORLD WAR 2 GLIDERS ASSTD DESIGNS  | 53119    |
| JUMBO BAG RED RETROSPOT            | 44963    |
| ASSORTED COLOUR BIRD ORNAMENT      | 35215    |
| WHITE HANGING HEART T-LIGHT HOLDER | 34128    |
| PACK OF 72 RETROSPOT CAKE CASES    | 33386    |
| POPCORN HOLDER                     | 30492    |
| RABBIT NIGHT LIGHT                 | 27045    |
| MINI PAINT SET VINTAGE             | 25880    |
| PACK OF 12 LONDON TISSUES          | 25305    |
| PACK OF 60 PINK PAISLEY CAKE CASES | 24129    |
| BROCADE RING PURSE                 | 22924    |
| VICTORIAN GLASS HANGING T-LIGHT    | 21955    |
| ASSORTED COLOURS SILK FAN          | 21132    |
| RED HARMONICA IN BOX               | 20882    |
| JUMBO BAG PINK POLKADOT            | 19692    |
| SMALL POPCORN HOLDER               | 18197    |
| 60 TEATIME FAIRY CAKE CASES        | 17514    |
| LUNCH BAG RED RETROSPOT            | 17024    |
| HEART OF WICKER SMALL              | 16633    |
| JUMBO BAG STRAWBERRY               | 16521    |

Top 20 Items by Total Sales Value

| Description                        | total    |
|------------------------------------|----------|
| REGENCY CAKESTAND 3 TIER           | 132567.7 |
| WHITE HANGING HEART T-LIGHT HOLDER | 93767.8  |
| JUMBO BAG RED RETROSPOT            | 83056.52 |
| PARTY BUNTING                      | 67628.43 |
| POSTAGE                            | 66719.24 |
| ASSORTED COLOUR BIRD ORNAMENT      | 56331.93 |
| RABBIT NIGHT LIGHT                 | 51042.84 |
| CHILLI LIGHTS                      | 45915.41 |
| PAPER CHAIN KIT 50'S CHRISTMAS     | 41423.78 |
| PICNIC BASKET WICKER 60 PIECES     | 38619.5  |
| BLACK RECORD COVER FRAME           | 38990.63 |
| JUMBO BAG PINK POLKADOT            | 36437.78 |
| SPOTTY BUNTING                     | 35026.74 |
| DOORMAT KEEP CALM AND COME IN      | 34279.6  |
| WOOD BLACK BOARD ANT WHITE FINISH  | 34243.76 |
| SET OF 3 CAKE TINS PANTRY DESIGN   | 32573.15 |
| JAM MAKING SET WITH JARS           | 31611.72 |
| JUMBO BAG STRAWBERRY               | 30120.83 |
| HEART OF WICKER LARGE              | 28290.15 |
| VICTORIAN GLASS HANGING T-LIGHT    | 28111.71 |

Top 10 highest countries in terms of Quantity demand, Total sales value

```
[ ]: # Calculate the top 10 countries by quantity and total sales value
top_countries_qty = df.groupby('Country')['Quantity'].sum().
    ↪sort_values(ascending=False).head(10)
top_countries_sales = df.groupby('Country')['total'].sum().
    ↪sort_values(ascending=False).head(10).round(3)

# Create a figure with subplots for side-by-side display
fig, (ax1, ax2) = plt.subplots(1, 2, figsize=(12, 6)) # 1 row, 2 columns,
    ↪adjust figure size as needed

# Remove axes for both subplots
ax1.axis('off')
ax2.axis('off')

# Add tables to each subplot
ax1.table(cellText=top_countries_qty.reset_index().values,
    ↪colLabels=top_countries_qty.reset_index().columns, loc='center')
ax1.set_title("Top 10 Countries by Quantity")

ax2.table(cellText=top_countries_sales.reset_index().values,
    ↪colLabels=top_countries_sales.reset_index().columns, loc='center')
ax2.set_title("Top 10 Countries by Total Sales Value")

# Display the tables
plt.tight_layout()
plt.show()
```

Top 10 Countries by Quantity

| Country        | Quantity |
|----------------|----------|
| United Kingdom | 3994870  |
| Netherlands    | 200128   |
| EIRE           | 136187   |
| Germany        | 117341   |
| France         | 109806   |
| Australia      | 83643    |
| Sweden         | 35632    |
| Switzerland    | 29778    |
| Spain          | 26817    |
| Japan          | 25218    |

Top 10 Countries by Total Sales Value

| Country        | total       |
|----------------|-------------|
| United Kingdom | 6747156.154 |
| Netherlands    | 284661.54   |
| EIRE           | 250001.78   |
| Germany        | 221509.47   |
| France         | 196626.05   |
| Australia      | 137009.77   |
| Switzerland    | 55739.4     |
| Spain          | 54756.03    |
| Belgium        | 40910.96    |
| Sweden         | 36585.41    |

## Total Monthly Sales Overview

```
[ ]: import matplotlib.pyplot as plt
import seaborn as sns

# Define the month order
month_order = ['January', 'February', 'March', 'April', 'May', 'June',
               'July', 'August', 'September', 'October', 'November', 'December']

# Convert the month names to a categorical type with the correct order
monthly_sales = df.groupby(pd.to_datetime(df['InvoiceDate']).dt.
    ↪ month_name())['total'].sum()
monthly_sales = monthly_sales.reindex(month_order) # Sort by the defined month_
    ↪ order

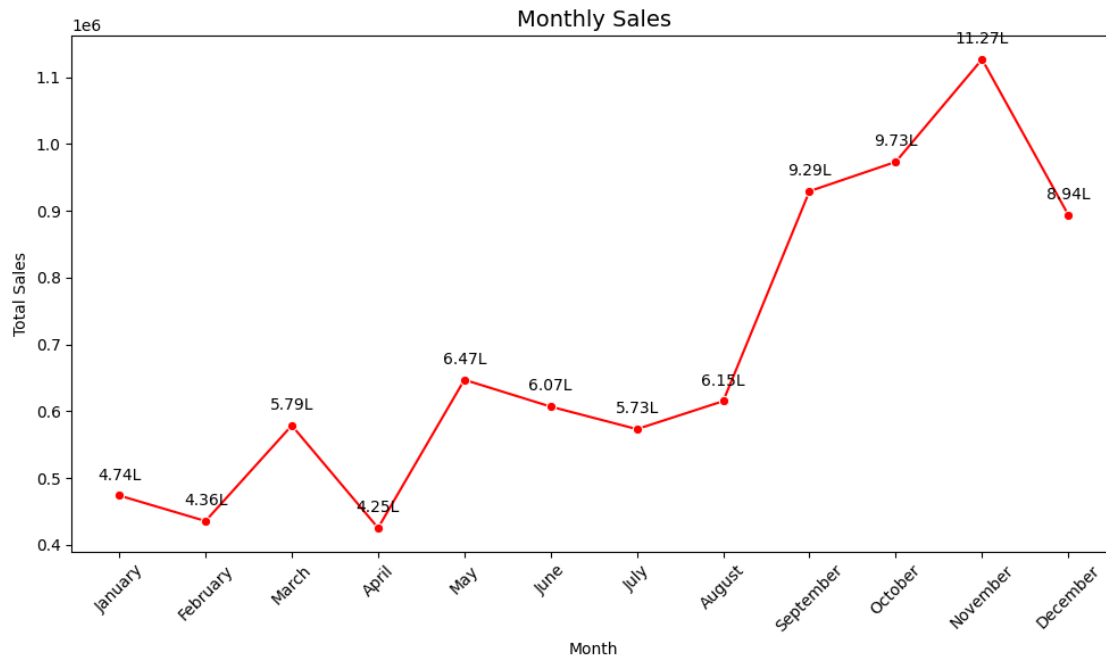
# Function to format numbers in thousands (K) and lakhs (L)
def format_sales(value):
    if value >= 1_00_000: # 1 Lakh
        return f'{value/1_00_000:.2f}L' # Format in lakhs
    elif value >= 1_000: # 1 Thousand
        return f'{value/1_000:.2f}K' # Format in thousands
    else:
        return f'{value:.2f}'

# Plot the line plot using Seaborn
plt.figure(figsize=(10, 6))
sns.lineplot(x=monthly_sales.index, y=monthly_sales.values, marker='o',
    ↪ color='r')

# Annotate the points with values
for i, value in enumerate(monthly_sales.values):
    plt.annotate(format_sales(value), # Format the value
                 (monthly_sales.index[i], value), # Position (x, y)
                 textcoords="offset points", # Offset for better placement
                 xytext=(0, 10), # Move the text 10 points above the point
                 ha='center', fontsize=10, color='black') # Align center, set
    ↪ font size and color

# Set the title and labels
plt.title('Monthly Sales', fontsize=14)
plt.xlabel('Month')
plt.ylabel('Total Sales')
plt.xticks(rotation=45) # Rotate x-axis labels for better readability
plt.tight_layout()

# Show the plot
plt.show()
```



Extracting first purchase & last purchase date, calculating total number of purchases and total monetary value for each customer.

```
[ ]: df['InvoiceDate'] = pd.to_datetime(df['InvoiceDate'])

monetary_table = df.groupby('CustomerID').agg(
    first_purchase_date = pd.NamedAgg(column = 'InvoiceDate', aggfunc = 'min'),
    last_purchase_date = pd.NamedAgg(column = 'InvoiceDate', aggfunc = 'max'),
    num_purchases = pd.NamedAgg(column = 'InvoiceNo', aggfunc = 'nunique'),
    country = pd.NamedAgg(column='Country', aggfunc='first'),
    monetary = pd.NamedAgg(column = 'total', aggfunc = 'sum')).reset_index()

monetary_table['first_purchase_date'] = pd.
    ↳to_datetime(monetary_table['first_purchase_date']).dt.date
monetary_table['last_purchase_date'] = pd.
    ↳to_datetime(monetary_table['last_purchase_date']).dt.date

monetary_table
```

```
[ ]:   CustomerID first_purchase_date last_purchase_date num_purchases \
0      12346.0      2011-01-18      2011-01-18      2
1      12347.0      2010-12-07      2011-12-07      7
2      12348.0      2010-12-16      2011-09-25      4
3      12349.0      2011-11-21      2011-11-21      1
4      12350.0      2011-02-02      2011-02-02      1
...      ...      ...      ...      ...
```

|      |         |            |            |    |
|------|---------|------------|------------|----|
| 4367 | 18280.0 | 2011-03-07 | 2011-03-07 | 1  |
| 4368 | 18281.0 | 2011-06-12 | 2011-06-12 | 1  |
| 4369 | 18282.0 | 2011-08-05 | 2011-12-02 | 3  |
| 4370 | 18283.0 | 2011-01-06 | 2011-12-06 | 16 |
| 4371 | 18287.0 | 2011-05-22 | 2011-10-28 | 3  |

|      | country        | monetary |
|------|----------------|----------|
| 0    | United Kingdom | 0.00     |
| 1    | Iceland        | 4310.00  |
| 2    | Finland        | 1797.24  |
| 3    | Italy          | 1757.55  |
| 4    | Norway         | 334.40   |
| ...  | ...            | ...      |
| 4367 | United Kingdom | 180.60   |
| 4368 | United Kingdom | 80.82    |
| 4369 | United Kingdom | 176.60   |
| 4370 | United Kingdom | 2045.53  |
| 4371 | United Kingdom | 1837.28  |

[4372 rows x 6 columns]

Calculating key metrics like recency and frequency for each unique customer

```
[ ]: reference_date = monetary_table['last_purchase_date'].max()

monetary_table['recency'] = (pd.to_datetime(reference_date) - pd.
    ↳to_datetime(monetary_table['last_purchase_date'])).dt.days
```

```
[ ]: monetary_table['first_purchase_date'] = pd.
    ↳to_datetime(monetary_table['first_purchase_date'])
monetary_table['last_purchase_date'] = pd.
    ↳to_datetime(monetary_table['last_purchase_date'])

monetary_table['months_cust'] = ((monetary_table['last_purchase_date'].dt.year_
    ↳monetary_table['first_purchase_date'].dt.year)*12
    + (monetary_table['last_purchase_date'].dt.
    ↳month - monetary_table['first_purchase_date'].dt.month)) + 1

monetary_table['frequency'] = monetary_table['num_purchases']/
    ↳monetary_table['months_cust']

RFM_table = monetary_table.sort_values(by = 'CustomerID')

RFM_table
```



```
[ ]: CustomerID first_purchase_date last_purchase_date num_purchases \
0      12346.0      2011-01-18      2011-01-18      2
1      12347.0      2010-12-07      2011-12-07      7
2      12348.0      2010-12-16      2011-09-25      4
3      12349.0      2011-11-21      2011-11-21      1
4      12350.0      2011-02-02      2011-02-02      1
...      ...      ...      ...      ...
4367    18280.0      2011-03-07      2011-03-07      1
4368    18281.0      2011-06-12      2011-06-12      1
4369    18282.0      2011-08-05      2011-12-02      3
4370    18283.0      2011-01-06      2011-12-06     16
4371    18287.0      2011-05-22      2011-10-28      3

      country monetary recency months_cust frequency
0    United Kingdom      0.00      325          1  2.000000
1          Iceland  4310.00          2         13  0.538462
2          Finland  1797.24          7         10  0.400000
3            Italy  1757.55          1          1  1.000000
4          Norway   334.40      310          1  1.000000
...      ...      ...      ...      ...
4367  United Kingdom   180.60      277          1  1.000000
4368  United Kingdom    80.82      180          1  1.000000
4369  United Kingdom   176.60          7          5  0.600000
4370  United Kingdom  2045.53          3         12  1.333333
4371  United Kingdom   1837.28          42          6  0.500000

[4372 rows x 9 columns]
```

Determining quintiles for each RFM metric

```
[ ]: # Define the percentile values you need
percentile_values = [20, 40, 60, 80, 100]
quantiles = [p / 100 for p in percentile_values] # Convert to fractions

# Calculate the percentiles for each metric
monetary_percentiles = RFM_table['monetary'].quantile(quantiles)
frequency_percentiles = RFM_table['frequency'].quantile(quantiles)
recency_percentiles = RFM_table['recency'].quantile(quantiles)

# Assign percentile values to new columns
RFM_table['m20'] = monetary_percentiles[0.2]
RFM_table['m40'] = monetary_percentiles[0.4]
RFM_table['m60'] = monetary_percentiles[0.6]
RFM_table['m80'] = monetary_percentiles[0.8]
RFM_table['m100'] = monetary_percentiles[1.0]

RFM_table['f20'] = frequency_percentiles[0.2]
```

```

RFM_table['f40'] = frequency_percentiles[0.4]
RFM_table['f60'] = frequency_percentiles[0.6]
RFM_table['f80'] = frequency_percentiles[0.8]
RFM_table['f100'] = frequency_percentiles[1.0]

RFM_table['r20'] = recency_percentiles[0.2]
RFM_table['r40'] = recency_percentiles[0.4]
RFM_table['r60'] = recency_percentiles[0.6]
RFM_table['r80'] = recency_percentiles[0.8]
RFM_table['r100'] = recency_percentiles[1.0]

# Sort the RFM_table by CustomerID (optional)
RFM_table = RFM_table.sort_values('CustomerID')

# Display all columns
pd.set_option('display.max_columns', None)
RFM_table

```

```

[ ]:      CustomerID first_purchase_date last_purchase_date  num_purchases  \
0      12346.0      2011-01-18      2011-01-18      2
1      12347.0      2010-12-07      2011-12-07      7
2      12348.0      2010-12-16      2011-09-25      4
3      12349.0      2011-11-21      2011-11-21      1
4      12350.0      2011-02-02      2011-02-02      1
...      ...      ...      ...      ...
4367     18280.0      2011-03-07      2011-03-07      1
4368     18281.0      2011-06-12      2011-06-12      1
4369     18282.0      2011-08-05      2011-12-02      3
4370     18283.0      2011-01-06      2011-12-06     16
4371     18287.0      2011-05-22      2011-10-28      3

      country  monetary  recency  months_cust  frequency  m20  \
0  United Kingdom      0.00      325          1  2.000000  232.504
1      Iceland    4310.00         2         13  0.538462  232.504
2      Finland    1797.24        75         10  0.400000  232.504
3        Italy    1757.55        18          1  1.000000  232.504
4      Norway     334.40       310          1  1.000000  232.504
...      ...      ...      ...      ...      ...
4367  United Kingdom     180.60       277          1  1.000000  232.504
4368  United Kingdom      80.82       180          1  1.000000  232.504
4369  United Kingdom     176.60         7          5  0.600000  232.504
4370  United Kingdom    2045.53         3         12  1.333333  232.504
4371  United Kingdom    1837.28        42          6  0.500000  232.504

      m40      m60      m80      m100  f20      f40  f60      f80  \
0    463.54  903.228  1994.064  279489.02  0.5  0.909091  1.0  1.166667
1    463.54  903.228  1994.064  279489.02  0.5  0.909091  1.0  1.166667

```

|      |        |         |          |           |     |          |     |          |
|------|--------|---------|----------|-----------|-----|----------|-----|----------|
| 2    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 3    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 4    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| ...  | ...    | ...     | ...      | ...       | ... | ...      | ... | ...      |
| 4367 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 4368 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 4369 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 4370 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |
| 4371 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |

|      |           |      |      |      |       |       |
|------|-----------|------|------|------|-------|-------|
|      | f100      | r20  | r40  | r60  | r80   | r100  |
| 0    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 1    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 2    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 3    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 4    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| ...  | ...       | ...  | ...  | ...  | ...   | ...   |
| 4367 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 4368 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 4369 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 4370 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |
| 4371 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 |

[4372 rows x 24 columns]

Assigning scores for each RFM metric

```
[ ]: def assign_monetary_score(row):
    if row['monetary'] <= row['m20']:
        return 1
    elif row['monetary'] <= row['m40']:
        return 2
    elif row['monetary'] <= row['m60']:
        return 3
    elif row['monetary'] <= row['m80']:
        return 4
    else:
        return 5

def assign_frequency_score(row):
    if row['frequency'] <= row['f20']:
        return 1
    elif row['frequency'] <= row['f40']:
        return 2
    elif row['frequency'] <= row['f60']:
        return 3
    elif row['frequency'] <= row['f80']:
        return 4
    else:
        return 5
```

```

        return 4
    else:
        return 5

def assign_recency_score(row):
    # Reversed scoring for recency
    if row['recency'] <= row['r20']:
        return 5
    elif row['recency'] <= row['r40']:
        return 4
    elif row['recency'] <= row['r60']:
        return 3
    elif row['recency'] <= row['r80']:
        return 2
    else:
        return 1

# Apply the functions to create the m_score, f_score, and r_score columns
RFM_table['m_score'] = RFM_table.apply(assign_monetary_score, axis=1)
RFM_table['f_score'] = RFM_table.apply(assign_frequency_score, axis=1)
RFM_table['r_score'] = RFM_table.apply(assign_recency_score, axis=1)

# Calculate the fm_score as the average of m_score and f_score, and cast to
↳ integer
RFM_table['fm_score'] = ((RFM_table['m_score'] + RFM_table['f_score']) / 2).
↳ round(0).astype(int)

# Select the desired columns to display
final_columns = ['CustomerID', 'm_score', 'f_score', 'r_score', 'recency', '
↳ frequency', 'monetary', 'fm_score']

# Display the final result
final_RFM_table = RFM_table[final_columns]

# Display the final RFM table with scores
final_RFM_table

```

```

[ ]:
   CustomerID  m_score  f_score  r_score  recency  frequency  monetary \
0      12346.0        1        5        1      325    2.000000     0.00
1      12347.0        5        2        5        2    0.538462    4310.00
2      12348.0        4        1        2       75    0.400000    1797.24
3      12349.0        4        3        4       18    1.000000    1757.55
4      12350.0        2        3        1      310    1.000000     334.40
...         ...      ...      ...      ...      ...      ...
4367    18280.0        1        3        1      277    1.000000     180.60
4368    18281.0        1        3        1      180    1.000000      80.82
4369    18282.0        1        2        5        7    0.600000     176.60

```

|      |         |   |   |   |    |          |         |
|------|---------|---|---|---|----|----------|---------|
| 4370 | 18283.0 | 5 | 5 | 5 | 3  | 1.333333 | 2045.53 |
| 4371 | 18287.0 | 4 | 1 | 3 | 42 | 0.500000 | 1837.28 |

|      | fm_score |
|------|----------|
| 0    | 3        |
| 1    | 4        |
| 2    | 2        |
| 3    | 4        |
| 4    | 2        |
| ...  | ...      |
| 4367 | 2        |
| 4368 | 2        |
| 4369 | 2        |
| 4370 | 5        |
| 4371 | 2        |

[4372 rows x 8 columns]

Defining the RFM segments using these scores

```
[ ]: # Define a function to assign RFM segments
def assign_rfm_segment(row):
    if (row['r_score'] == 5 and row['fm_score'] == 5) or \
        (row['r_score'] == 5 and row['fm_score'] == 4) or \
        (row['r_score'] == 4 and row['fm_score'] == 5):
        return 'Champions'
    elif (row['r_score'] == 5 and row['fm_score'] == 3) or \
        (row['r_score'] == 4 and row['fm_score'] == 4) or \
        (row['r_score'] == 3 and row['fm_score'] == 5) or \
        (row['r_score'] == 3 and row['fm_score'] == 4):
        return 'Loyal Customers'
    elif (row['r_score'] == 5 and row['fm_score'] == 2) or \
        (row['r_score'] == 4 and row['fm_score'] == 2) or \
        (row['r_score'] == 3 and row['fm_score'] == 3) or \
        (row['r_score'] == 4 and row['fm_score'] == 3):
        return 'Potential Loyalists'
    elif row['r_score'] == 5 and row['fm_score'] == 1:
        return 'Recent Customers'
    elif (row['r_score'] == 4 and row['fm_score'] == 1) or \
        (row['r_score'] == 3 and row['fm_score'] == 1):
        return 'Promising'
    elif (row['r_score'] == 3 and row['fm_score'] == 2) or \
        (row['r_score'] == 2 and row['fm_score'] == 3) or \
        (row['r_score'] == 2 and row['fm_score'] == 2):
        return 'Customers Needing Attention'
    elif row['r_score'] == 2 and row['fm_score'] == 1:
        return 'About to Sleep'
```

```

elif (row['r_score'] == 2 and row['fm_score'] == 5) or \
     (row['r_score'] == 2 and row['fm_score'] == 4) or \
     (row['r_score'] == 1 and row['fm_score'] == 3):
    return 'At Risk'
elif (row['r_score'] == 1 and row['fm_score'] == 5) or \
     (row['r_score'] == 1 and row['fm_score'] == 4):
    return 'Cant Lose Them'
elif row['r_score'] == 1 and row['fm_score'] == 2:
    return 'Hibernating'
elif row['r_score'] == 1 and row['fm_score'] == 1:
    return 'Lost'
else:
    return 'Unknown' # Default case, in case no conditions match

# Apply the function to create the RFM segment column
RFM_table['rfm_segment'] = RFM_table.apply(assign_rfm_segment, axis=1)

# Sort by CustomerID (optional)
RFM_table = RFM_table.sort_values(by='CustomerID')

RFM_table

```

```

[ ]:
CustomerID first_purchase_date last_purchase_date num_purchases \
0          12346.0          2011-01-18          2011-01-18          2
1          12347.0          2010-12-07          2011-12-07          7
2          12348.0          2010-12-16          2011-09-25          4
3          12349.0          2011-11-21          2011-11-21          1
4          12350.0          2011-02-02          2011-02-02          1
...          ...          ...          ...          ...
4367        18280.0          2011-03-07          2011-03-07          1
4368        18281.0          2011-06-12          2011-06-12          1
4369        18282.0          2011-08-05          2011-12-02          3
4370        18283.0          2011-01-06          2011-12-06          16
4371        18287.0          2011-05-22          2011-10-28          3

country monetary recency months_cust frequency m20 \
0   United Kingdom      0.00      325          1  2.000000  232.504
1      Iceland    4310.00        2         13  0.538462  232.504
2      Finland    1797.24       75         10  0.400000  232.504
3         Italy    1757.55       18          1  1.000000  232.504
4      Norway     334.40      310          1  1.000000  232.504
...          ...          ...          ...          ...
4367 United Kingdom     180.60     277          1  1.000000  232.504
4368 United Kingdom      80.82     180          1  1.000000  232.504
4369 United Kingdom     176.60        7          5  0.600000  232.504
4370 United Kingdom    2045.53        3         12  1.333333  232.504

```

|      |                |           |           |             |           |          |             |          |         |   |  |
|------|----------------|-----------|-----------|-------------|-----------|----------|-------------|----------|---------|---|--|
| 4371 | United Kingdom | 1837.28   | 42        | 6           | 0.500000  | 232.504  |             |          |         |   |  |
|      | m40            | m60       | m80       | m100        | f20       | f40      | f60         | f80      | \       |   |  |
| 0    | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 1    | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 2    | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 3    | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 4    | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| ...  | ...            | ...       | ...       | ...         | ...       | ...      | ...         | ...      |         |   |  |
| 4367 | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 4368 | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 4369 | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 4370 | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
| 4371 | 463.54         | 903.228   | 1994.064  | 279489.02   | 0.5       | 0.909091 | 1.0         | 1.166667 |         |   |  |
|      | f100           | r20       | r40       | r60         | r80       | r100     | m_score     | f_score  | r_score | \ |  |
| 0    | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 1           | 5        | 1       |   |  |
| 1    | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 5           | 2        | 5       |   |  |
| 2    | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 4           | 1        | 2       |   |  |
| 3    | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 4           | 3        | 4       |   |  |
| 4    | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 2           | 3        | 1       |   |  |
| ...  | ...            | ...       | ...       | ...         | ...       | ...      | ...         | ...      | ...     |   |  |
| 4367 | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 1           | 3        | 1       |   |  |
| 4368 | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 1           | 3        | 1       |   |  |
| 4369 | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 1           | 2        | 5       |   |  |
| 4370 | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 5           | 5        | 5       |   |  |
| 4371 | 19.076923      | 11.0      | 31.0      | 71.0        | 178.0     | 373.0    | 4           | 1        | 3       |   |  |
|      | fm_score       |           |           |             |           |          | rfm_segment |          |         |   |  |
| 0    | 3              |           |           |             |           |          | At Risk     |          |         |   |  |
| 1    | 4              |           |           |             |           |          | Champions   |          |         |   |  |
| 2    | 2              | Customers | Needing   | Attention   |           |          |             |          |         |   |  |
| 3    | 4              |           |           | Loyal       | Customers |          |             |          |         |   |  |
| 4    | 2              |           |           | Hibernating |           |          |             |          |         |   |  |
| ...  | ...            |           |           | ...         |           |          | ...         |          |         |   |  |
| 4367 | 2              |           |           | Hibernating |           |          |             |          |         |   |  |
| 4368 | 2              |           |           | Hibernating |           |          |             |          |         |   |  |
| 4369 | 2              | Potential | Loyalists |             |           |          |             |          |         |   |  |
| 4370 | 5              |           |           | Champions   |           |          |             |          |         |   |  |
| 4371 | 2              | Customers | Needing   | Attention   |           |          |             |          |         |   |  |

[4372 rows x 29 columns]

Calculating additional customer-centric features such as average days between purchases, preferred shopping days, and peak shopping hours.

```
[ ]: df['InvoiceDate'] = pd.to_datetime(df['InvoiceDate'])
df['shopping_day'] = df['InvoiceDate'].dt.day_name()
df['shopping_hr'] = df['InvoiceDate'].dt.hour

preferred_shopping_day = df.groupby('CustomerID')['shopping_day'].agg(lambda x: x.value_counts().idxmax())
peak_shopping_hr = df.groupby('CustomerID')['shopping_hr'].agg(lambda x: x.value_counts().idxmax())

df = df.sort_values(['CustomerID', 'InvoiceDate'])
df['days_between'] = df.groupby('CustomerID')['InvoiceDate'].diff().dt.days
avg_days_between = df.groupby('CustomerID')['days_between'].mean().reset_index().round(2)

# Merge preferred shopping day, peak shopping hour, and avg days between purchases into RFM_table
RFM_table = pd.merge(RFM_table, preferred_shopping_day, on='CustomerID', how='left')
RFM_table = pd.merge(RFM_table, peak_shopping_hr, on='CustomerID', how='left')
RFM_table = pd.merge(RFM_table, avg_days_between, on='CustomerID', how='left')

RFM_table.rename(columns={
    'shopping_day': 'preferred_shopping_day',
    'shopping_hr': 'peak_shopping_hr',
    'days_between': 'avg_days_between_purchases'
}, inplace=True)

RFM_table
```

```
[ ]: CustomerID first_purchase_date last_purchase_date num_purchases \
0      12346.0      2011-01-18      2011-01-18      2
1      12347.0      2010-12-07      2011-12-07      7
2      12348.0      2010-12-16      2011-09-25      4
3      12349.0      2011-11-21      2011-11-21      1
4      12350.0      2011-02-02      2011-02-02      1
...      ...      ...      ...      ...
4367    18280.0      2011-03-07      2011-03-07      1
4368    18281.0      2011-06-12      2011-06-12      1
4369    18282.0      2011-08-05      2011-12-02      3
4370    18283.0      2011-01-06      2011-12-06     16
4371    18287.0      2011-05-22      2011-10-28      3

country monetary recency months_cust frequency m20 \
```



|      |                |         |     |     |          |         |
|------|----------------|---------|-----|-----|----------|---------|
| 0    | United Kingdom | 0.00    | 325 | 1   | 2.000000 | 232.504 |
| 1    | Iceland        | 4310.00 | 2   | 13  | 0.538462 | 232.504 |
| 2    | Finland        | 1797.24 | 75  | 10  | 0.400000 | 232.504 |
| 3    | Italy          | 1757.55 | 18  | 1   | 1.000000 | 232.504 |
| 4    | Norway         | 334.40  | 310 | 1   | 1.000000 | 232.504 |
| ...  | ...            | ...     | ... | ... | ...      | ...     |
| 4367 | United Kingdom | 180.60  | 277 | 1   | 1.000000 | 232.504 |
| 4368 | United Kingdom | 80.82   | 180 | 1   | 1.000000 | 232.504 |
| 4369 | United Kingdom | 176.60  | 7   | 5   | 0.600000 | 232.504 |
| 4370 | United Kingdom | 2045.53 | 3   | 12  | 1.333333 | 232.504 |
| 4371 | United Kingdom | 1837.28 | 42  | 6   | 0.500000 | 232.504 |

|      |        |         |          |           |     |          |     |          |   |
|------|--------|---------|----------|-----------|-----|----------|-----|----------|---|
|      | m40    | m60     | m80      | m100      | f20 | f40      | f60 | f80      | \ |
| 0    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 1    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 2    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 3    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 4    | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| ...  | ...    | ...     | ...      | ...       | ... | ...      | ... | ...      |   |
| 4367 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 4368 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 4369 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 4370 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |
| 4371 | 463.54 | 903.228 | 1994.064 | 279489.02 | 0.5 | 0.909091 | 1.0 | 1.166667 |   |

|      |           |      |      |      |       |       |         |         |         |   |
|------|-----------|------|------|------|-------|-------|---------|---------|---------|---|
|      | f100      | r20  | r40  | r60  | r80   | r100  | m_score | f_score | r_score | \ |
| 0    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 1       | 5       | 1       |   |
| 1    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 5       | 2       | 5       |   |
| 2    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 4       | 1       | 2       |   |
| 3    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 4       | 3       | 4       |   |
| 4    | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 2       | 3       | 1       |   |
| ...  | ...       | ...  | ...  | ...  | ...   | ...   | ...     | ...     | ...     |   |
| 4367 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 1       | 3       | 1       |   |
| 4368 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 1       | 3       | 1       |   |
| 4369 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 1       | 2       | 5       |   |
| 4370 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 5       | 5       | 5       |   |
| 4371 | 19.076923 | 11.0 | 31.0 | 71.0 | 178.0 | 373.0 | 4       | 1       | 3       |   |

|      |          |                             |                        |   |
|------|----------|-----------------------------|------------------------|---|
|      | fm_score | rfm_segment                 | preferred_shopping_day | \ |
| 0    | 3        | At Risk                     | Tuesday                |   |
| 1    | 4        | Champions                   | Tuesday                |   |
| 2    | 2        | Customers Needing Attention | Thursday               |   |
| 3    | 4        | Loyal Customers             | Monday                 |   |
| 4    | 2        | Hibernating                 | Wednesday              |   |
| ...  | ...      | ...                         | ...                    |   |
| 4367 | 2        | Hibernating                 | Monday                 |   |
| 4368 | 2        | Hibernating                 | Sunday                 |   |

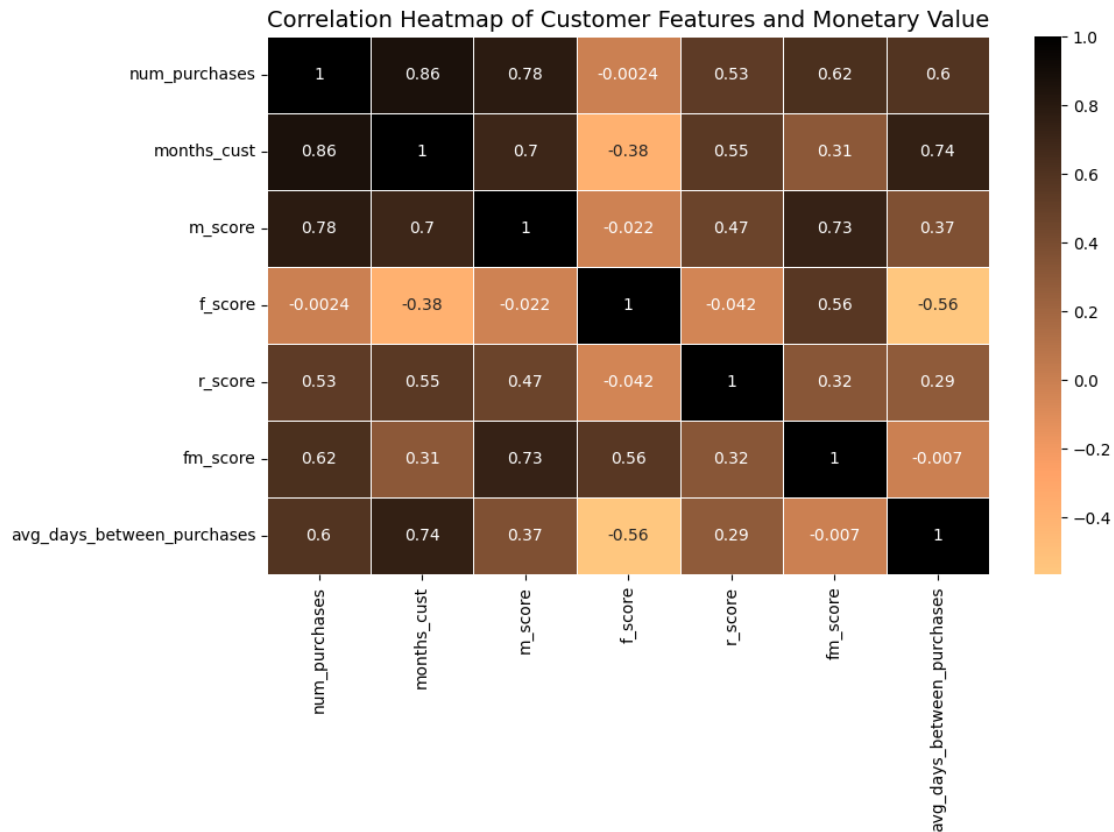
|      |   |                             |           |
|------|---|-----------------------------|-----------|
| 4369 | 2 | Potential Loyalists         | Friday    |
| 4370 | 5 | Champions                   | Thursday  |
| 4371 | 2 | Customers Needing Attention | Wednesday |

|      | peak_shopping_hr | avg_days_between_purchases |
|------|------------------|----------------------------|
| 0    | 10               | 0.00                       |
| 1    | 14               | 2.00                       |
| 2    | 19               | 9.40                       |
| 3    | 9                | 0.00                       |
| 4    | 16               | 0.00                       |
| ...  | ...              | ...                        |
| 4367 | 9                | 0.00                       |
| 4368 | 10               | 0.00                       |
| 4369 | 13               | 9.83                       |
| 4370 | 14               | 0.45                       |
| 4371 | 10               | 2.28                       |

[4372 rows x 32 columns]

illustration of heatmap to find out the correlation of multiple key variables

```
[ ]: heatmap_columns = ['num_purchases', 'months_cust',  
    ↪ 'm_score', 'f_score', 'r_score', 'fm_score',  
    ↪ 'avg_days_between_purchases']  
  
correlation_data = RFM_table[heatmap_columns].corr(method = 'spearman')  
  
plt.figure(figsize=(10, 6)) # Adjust the figure size as needed  
sns.heatmap(correlation_data, annot=True, cmap='copper_r', linewidths=0.5)  
  
# Set the title for the heatmap  
plt.title("Correlation Heatmap of Customer Features and Monetary Value",  
    ↪ fontsize=14)  
plt.show()
```



Total number of customers in each RFM\_segment as defined

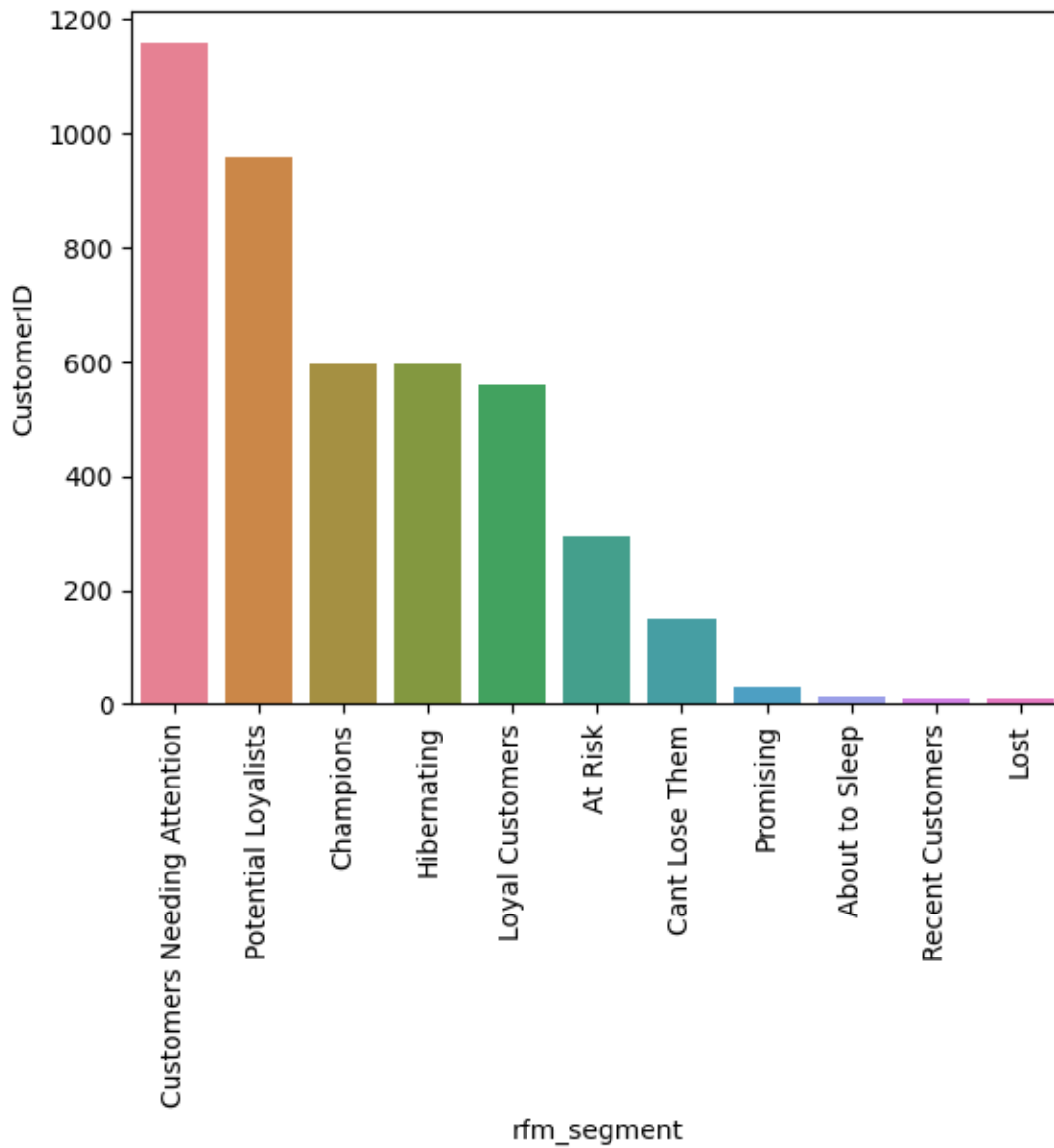
```
[ ]: import warnings
warnings.filterwarnings("ignore")

total_customers_per_segment = RFM_table.groupby('rfm_segment')['CustomerID'].
    size().sort_values(ascending = False).reset_index()
print(total_customers_per_segment)
print("<----->")
sns.barplot(data = total_customers_per_segment, x = 'rfm_segment', y =
    'CustomerID', hue = 'rfm_segment')
plt.xticks(rotation = 90)
plt.show()
```

|   | rfm_segment                 | CustomerID |
|---|-----------------------------|------------|
| 0 | Customers Needing Attention | 1157       |
| 1 | Potential Loyalists         | 957        |
| 2 | Champions                   | 596        |
| 3 | Hibernating                 | 595        |
| 4 | Loyal Customers             | 560        |
| 5 | At Risk                     | 294        |

|    |                  |     |
|----|------------------|-----|
| 6  | Cant Lose Them   | 148 |
| 7  | Promising        | 30  |
| 8  | About to Sleep   | 14  |
| 9  | Recent Customers | 11  |
| 10 | Lost             | 10  |

<----->



Total number of customer and sales value for each day

```
[ ]: import seaborn as sns
import matplotlib.pyplot as plt
```

```

# Group data
total_customers_per_day = RFM_table.
    ↳groupby('preferred_shopping_day')['CustomerID'].size().
    ↳sort_values(ascending=False).reset_index()
total_monetary_per_day = RFM_table.
    ↳groupby('preferred_shopping_day')['monetary'].sum().
    ↳sort_values(ascending=False).reset_index()

# Create a figure with larger subplots for side-by-side display
fig, (ax1_table, ax2_table) = plt.subplots(2, 2, figsize=(18, 12)) # Adjust
    ↳size as needed

# Plot total customers per day
sns.barplot(data=total_customers_per_day, x='preferred_shopping_day',
    ↳y='CustomerID', color='r', ax=ax1_table[1])
ax1_table[1].set_title('Total Customers per Preferred Shopping Day')
ax1_table[1].set_xlabel('Preferred Shopping Day')
ax1_table[1].set_ylabel('Number of Customers')
ax1_table[1].tick_params(axis='x') # Rotate x-axis labels for better visibility

# Plot total monetary per day
sns.barplot(data=total_monetary_per_day, x='preferred_shopping_day',
    ↳y='monetary', color='r', ax=ax2_table[1])
ax2_table[1].set_title('Total Monetary per Preferred Shopping Day')
ax2_table[1].set_xlabel('Preferred Shopping Day')
ax2_table[1].set_ylabel('Total Monetary')
ax2_table[1].tick_params(axis='x') # Rotate x-axis labels for better visibility

# Set y-axis limits to avoid single-digit display
ax2_table[1].set_ylim(0, total_monetary_per_day['monetary'].max() * 1.1) #
    ↳Slightly increase max limit for clarity

# Hide the default y-axis for tables
ax1_table[0].axis('off')
ax2_table[0].axis('off')

# Add tables above the plots
table1 = ax1_table[0].table(cellText=total_customers_per_day.values,
    ↳colLabels=total_customers_per_day.columns, loc='center', cellLoc='center')
ax1_table[0].set_title('Table: Total Customers per Day', pad=0.5) # Adjust pad
    ↳for closer title
table1.set_fontsize(10) # Set font size for the table

table2 = ax2_table[0].table(cellText=total_monetary_per_day.values,
    ↳colLabels=total_monetary_per_day.columns, loc='center', cellLoc='center')

```

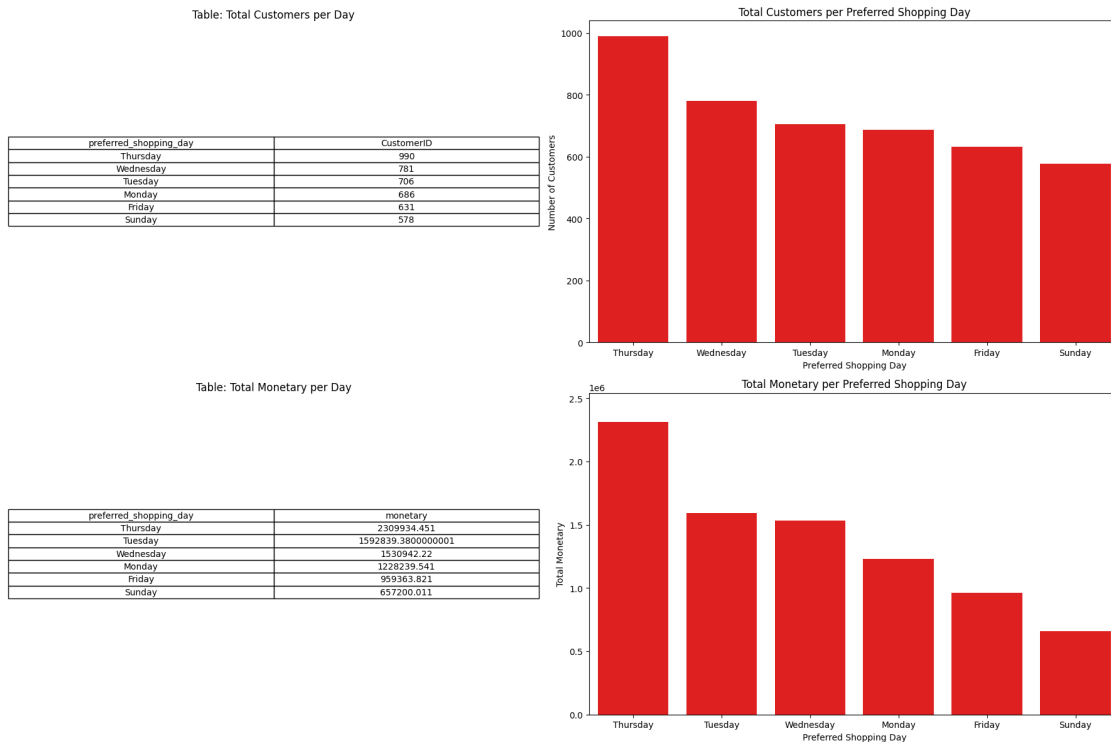
```

ax2_table[0].set_title('Table: Total Monetary per Day', pad=0.5) # Adjust pad
    ↪for closer title
table2.set_fontsize(10) # Set font size for the table

# Adjust layout
plt.tight_layout()

# Show the plots
plt.show()

```



## Peak Shopping Hours: Customer Frequency Distribution

```

[ ]: # Create a DataFrame for peak shopping hours distribution
peak_hrs_distribution = RFM_table['peak_shopping_hr'].value_counts().
    ↪reset_index()
peak_hrs_distribution.columns = ['peak_shopping_hr', 'count'] # Rename the
    ↪columns for clarity

# Sort the DataFrame by count in descending order
peak_hrs_distribution = peak_hrs_distribution.sort_values(by='count',
    ↪ascending=False)

# Define explode to slightly separate each slice

```

```

explode = [0.05] * len(peak_hrs_distribution) # Slightly "explode" each slice
↳ for better clarity

# Create a color palette where higher values get brighter colors
colors = sns.color_palette("Blues", n_colors=len(peak_hrs_distribution))

# Reverse the color palette to assign brighter colors to larger values
colors = colors[::-1] # Reverse the order of colors

# Plot the pie chart without labels
plt.figure(figsize=(10, 10))
wedges, texts = plt.pie(peak_hrs_distribution['count'],
                        explode=explode,
                        startangle=90,
                        colors=colors, # Use the reversed color palette
                        wedgeprops=dict(width=0.4))

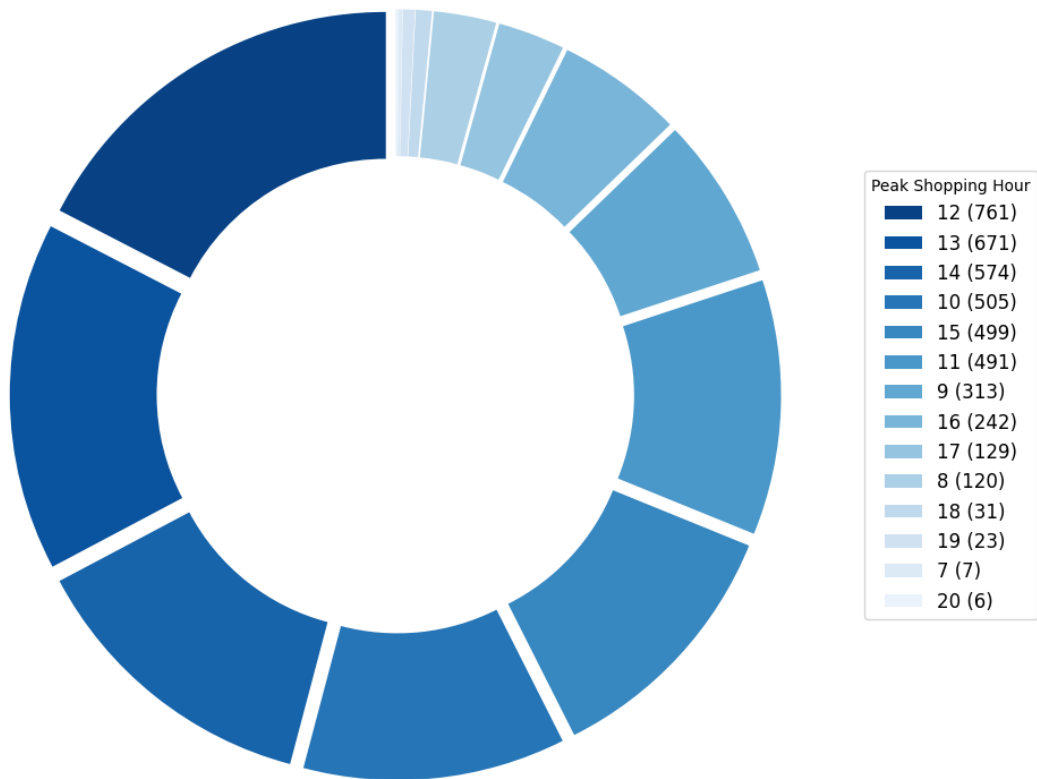
# Combine the peak shopping hours with their counts as strings
legend_labels = peak_hrs_distribution['peak_shopping_hr'].astype(str) + ' (' +
↳ peak_hrs_distribution['count'].astype(str) + ')'

# Add a legend outside the pie chart
plt.legend(wedges,
          legend_labels, # Use the combined labels
          title="Peak Shopping Hour",
          loc="center left",
          bbox_to_anchor=(1, 0.5), # Position legend outside the pie chart
          fontsize=12)

plt.title('Peak Shopping Hours Distribution')
plt.tight_layout()
plt.show()

```

Peak Shopping Hours Distribution



```
[ ]: final_columns = ['CustomerID', 'country',
    'm_score', 'f_score', 'r_score', 'fm_score',
    'rfm_segment', 'preferred_shopping_day', 'peak_shopping_hr', 'avg_days']
RFM_table[final_columns]
```

```
[ ]: CustomerID    country  m_score  f_score  r_score  fm_score  \
0      12346.0  United Kingdom    1         5         1         3
1      12347.0    Iceland         5         2         5         4
2      12348.0    Finland         4         1         2         2
3      12349.0        Italy         4         3         4         4
4      12350.0    Norway          2         3         1         2
...      ...      ...      ...      ...      ...
4367    18280.0  United Kingdom    1         3         1         2
4368    18281.0  United Kingdom    1         3         1         2
4369    18282.0  United Kingdom    1         2         5         2
```



|      |         |                |   |   |   |   |
|------|---------|----------------|---|---|---|---|
| 4370 | 18283.0 | United Kingdom | 5 | 5 | 5 | 5 |
| 4371 | 18287.0 | United Kingdom | 4 | 1 | 3 | 2 |

|      | rfm_segment                 | preferred_shopping_day | peak_shopping_hr | \ |
|------|-----------------------------|------------------------|------------------|---|
| 0    | At Risk                     | Tuesday                | 10               |   |
| 1    | Champions                   | Tuesday                | 14               |   |
| 2    | Customers Needing Attention | Thursday               | 19               |   |
| 3    | Loyal Customers             | Monday                 | 9                |   |
| 4    | Hibernating                 | Wednesday              | 16               |   |
| ...  | ...                         | ...                    | ...              |   |
| 4367 | Hibernating                 | Monday                 | 9                |   |
| 4368 | Hibernating                 | Sunday                 | 10               |   |
| 4369 | Potential Loyalists         | Friday                 | 13               |   |
| 4370 | Champions                   | Thursday               | 14               |   |
| 4371 | Customers Needing Attention | Wednesday              | 10               |   |

|      | avg_days_between_purchases |
|------|----------------------------|
| 0    | 0.00                       |
| 1    | 2.00                       |
| 2    | 9.40                       |
| 3    | 0.00                       |
| 4    | 0.00                       |
| ...  | ...                        |
| 4367 | 0.00                       |
| 4368 | 0.00                       |
| 4369 | 9.83                       |
| 4370 | 0.45                       |
| 4371 | 2.28                       |

[4372 rows x 10 columns]

## Insights and Recommendations

1. Revenue showed continuous growth across quarters, with a 12.76% increase from Q1 to Q2, 26.09% from Q2 to Q3, and 41.43% from Q3 to Q4.
2. The total annual revenue grew by approximately 88.60% from January to December.
3. November recorded the highest sales, reaching around 11.27 lakhs.
4. The average consumer contributed a per capita value of 1893.53.
5. A significant group of consumers requires attention and re-engagement to convert them into loyal customers and potential champions.
6. Sales peak during afternoon hours, particularly from 12 PM to 2 PM, contributing about 53.60% of total sales.
7. There is a positive correlation between customer tenure (months as a customer), number of purchases, and monetary score (m\_score).

8. The frequency (f\_score) and recency (r\_score) metrics show weak correlations with the number of purchases and average days between purchases.
9. Thursday is the most popular shopping day, while Sunday is the least preferred.

```
[1]: from google.colab import drive
drive.mount("/content/drive")
```

Mounted at /content/drive

```
[ ]: !pip install nbconvert
!apt-get install texlive texlive-xetex texlive-latex-extra pandoc
```

```
Requirement already satisfied: nbconvert in /usr/local/lib/python3.10/dist-
packages (6.5.4)
Requirement already satisfied: lxml in /usr/local/lib/python3.10/dist-packages
(from nbconvert) (4.9.4)
Requirement already satisfied: beautifulsoup4 in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (4.12.3)
Requirement already satisfied: bleach in /usr/local/lib/python3.10/dist-packages
(from nbconvert) (6.1.0)
Requirement already satisfied: defusedxml in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (0.7.1)
Requirement already satisfied: entrypoints>=0.2.2 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (0.4)
Requirement already satisfied: jinja2>=3.0 in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (3.1.4)
Requirement already satisfied: jupyter-core>=4.7 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (5.7.2)
Requirement already satisfied: jupyterlab-pygments in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (0.3.0)
Requirement already satisfied: MarkupSafe>=2.0 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (2.1.5)
Requirement already satisfied: mistune<2,>=0.8.1 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (0.8.4)
Requirement already satisfied: nbclient>=0.5.0 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (0.10.0)
Requirement already satisfied: nbformat>=5.1 in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (5.10.4)
Requirement already satisfied: packaging in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (24.1)
Requirement already satisfied: pandocfilters>=1.4.1 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (1.5.1)
Requirement already satisfied: pygments>=2.4.1 in
/usr/local/lib/python3.10/dist-packages (from nbconvert) (2.18.0)
Requirement already satisfied: tinycss2 in /usr/local/lib/python3.10/dist-
packages (from nbconvert) (1.3.0)
Requirement already satisfied: traitlets>=5.0 in /usr/local/lib/python3.10/dist-
```

packages (from nbconvert) (5.7.1)  
 Requirement already satisfied: platformdirs>=2.5 in  
 /usr/local/lib/python3.10/dist-packages (from jupyter-core>=4.7->nbconvert)  
 (4.3.6)  
 Requirement already satisfied: jupyter-client>=6.1.12 in  
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 (6.1.12)  
 Requirement already satisfied: fastjsonschema>=2.15 in  
 /usr/local/lib/python3.10/dist-packages (from nbformat>=5.1->nbconvert) (2.20.0)  
 Requirement already satisfied: jsonschema>=2.6 in  
 /usr/local/lib/python3.10/dist-packages (from nbformat>=5.1->nbconvert) (4.23.0)  
 Requirement already satisfied: soupsieve>1.2 in /usr/local/lib/python3.10/dist-  
 packages (from beautifulsoup4->nbconvert) (2.6)  
 Requirement already satisfied: six>=1.9.0 in /usr/local/lib/python3.10/dist-  
 packages (from bleach->nbconvert) (1.16.0)  
 Requirement already satisfied: webencodings in /usr/local/lib/python3.10/dist-  
 packages (from bleach->nbconvert) (0.5.1)  
 Requirement already satisfied: attrs>=22.2.0 in /usr/local/lib/python3.10/dist-  
 packages (from jsonschema>=2.6->nbformat>=5.1->nbconvert) (24.2.0)  
 Requirement already satisfied: jsonschema-specifications>=2023.03.6 in  
 /usr/local/lib/python3.10/dist-packages (from  
 jsonschema>=2.6->nbformat>=5.1->nbconvert) (2023.12.1)  
 Requirement already satisfied: referencing>=0.28.4 in  
 /usr/local/lib/python3.10/dist-packages (from  
 jsonschema>=2.6->nbformat>=5.1->nbconvert) (0.35.1)  
 Requirement already satisfied: rpds-py>=0.7.1 in /usr/local/lib/python3.10/dist-  
 packages (from jsonschema>=2.6->nbformat>=5.1->nbconvert) (0.20.0)  
 Requirement already satisfied: pyzmq>=13 in /usr/local/lib/python3.10/dist-  
 packages (from jupyter-client>=6.1.12->nbclient>=0.5.0->nbconvert) (24.0.1)  
 Requirement already satisfied: python-dateutil>=2.1 in  
 /usr/local/lib/python3.10/dist-packages (from jupyter-  
 client>=6.1.12->nbclient>=0.5.0->nbconvert) (2.8.2)  
 Requirement already satisfied: tornado>=4.1 in /usr/local/lib/python3.10/dist-  
 packages (from jupyter-client>=6.1.12->nbclient>=0.5.0->nbconvert) (6.3.3)  
 Reading package lists... Done  
 Building dependency tree... Done  
 Reading state information... Done  
 The following additional packages will be installed:  
   dvisvgm fonts-droid-fallback fonts-lato fonts-lmodern fonts-noto-mono fonts-  
 texgyre  
   fonts-urw-base35 libapache-pom-java libcmark-gfm-extensions0.29.0.gfm.3  
 libcmark-gfm0.29.0.gfm.3  
   libcommons-logging-java libcommons-parent-java libfontbox-java libfontenc1  
 libgs9 libgs9-common  
   libidn12 libijs-0.35 libjbig2dec0 libkpathsea6 libpdfbox-java libptexenc1  
 libruby3.0 libsynchronet2  
   libteckit0 libtexlua53 libtexluajit2 libwoff1 libzzip-0-13 lmodern pandoc-data  
 poppler-data

```

    preview-latex-style rake ruby ruby-net-telnet ruby-rubygems ruby-webrick ruby-
xmlrpc ruby3.0
    rubygems-integration tlutils teckit tex-common tex-gyre texlive-base texlive-
binaries
    texlive-fonts-recommended texlive-latex-base texlive-latex-recommended
texlive-pictures
    texlive-plain-generic tipa xfonts-encodings xfonts-utils
Suggested packages:
    fonts-noto fonts-freefont-otf | fonts-freefont-ttf libavalon-framework-java
    libcommons-logging-java-doc libexcalibur-logkit-java liblog4j1.2-java texlive-
luatex
    pandoc-citeproc context wkhtmltopdf librsvg2-bin groff ghc nodejs php python
libjs-mathjax
    libjs-katex citation-style-language-styles poppler-utils ghostscript fonts-
japanese-mincho
    | fonts-ipafont-mincho fonts-japanese-gothic | fonts-ipafont-gothic fonts-
arphic-ukai
    fonts-arphic-uming fonts-nanum ri ruby-dev bundler debhelper gv | postscript-
viewer perl-tk xpdf
    | pdf-viewer xzdec texlive-fonts-recommended-doc texlive-latex-base-doc
python3-pygments
    icc-profiles libfile-which-perl libspreadsheet-parseexcel-perl texlive-latex-
extra-doc
    texlive-latex-recommended-doc texlive-pstricks dot2tex prerex texlive-
pictures-doc vprerex
    default-jre-headless tipa-doc
The following NEW packages will be installed:
    dvisvgm fonts-droid-fallback fonts-lato fonts-lmodern fonts-noto-mono fonts-
texgyre
    fonts-urw-base35 libapache-pom-java libcmark-gfm-extensions0.29.0.gfm.3
libcmark-gfm0.29.0.gfm.3
    libcommons-logging-java libcommons-parent-java libfontbox-java libfontenc1
libgs9 libgs9-common
    libidn12 libijs-0.35 libjbig2dec0 libkpathsea6 libpdfbox-java libptexenc1
libruby3.0 libsynchronet2
    libteckit0 libtexlua53 libtexluaajit2 libwoff1 libzip-0-13 lmodern pandoc
pandoc-data
    poppler-data preview-latex-style rake ruby ruby-net-telnet ruby-rubygems ruby-
webrick ruby-xmlrpc
    ruby3.0 rubygems-integration tlutils teckit tex-common tex-gyre texlive
texlive-base
    texlive-binaries texlive-fonts-recommended texlive-latex-base texlive-latex-
extra
    texlive-latex-recommended texlive-pictures texlive-plain-generic texlive-xetex
tipa
    xfonts-encodings xfonts-utils
0 upgraded, 59 newly installed, 0 to remove and 49 not upgraded.
Need to get 202 MB of archives.

```

After this operation, 728 MB of additional disk space will be used.

```
Get:1 http://archive.ubuntu.com/ubuntu jammy/main amd64 fonts-droid-fallback all
1:6.0.1r16-1.1build1 [1,805 kB]
Get:2 http://archive.ubuntu.com/ubuntu jammy/main amd64 fonts-lato all 2.0-2.1
[2,696 kB]
Get:3 http://archive.ubuntu.com/ubuntu jammy/main amd64 poppler-data all
0.4.11-1 [2,171 kB]
Get:4 http://archive.ubuntu.com/ubuntu jammy/universe amd64 tex-common all 6.17
[33.7 kB]
Get:5 http://archive.ubuntu.com/ubuntu jammy/main amd64 fonts-urw-base35 all
20200910-1 [6,367 kB]
Get:6 http://archive.ubuntu.com/ubuntu jammy-updates/main amd64 libgs9-common
all 9.55.0~dfsg1-0ubuntu5.9 [752 kB]
Get:7 http://archive.ubuntu.com/ubuntu jammy-updates/main amd64 libidn12 amd64
1.38-4ubuntu1 [60.0 kB]
Get:8 http://archive.ubuntu.com/ubuntu jammy/main amd64 libijs-0.35 amd64
0.35-15build2 [16.5 kB]
Get:9 http://archive.ubuntu.com/ubuntu jammy/main amd64 libjbig2dec0 amd64
0.19-3build2 [64.7 kB]
Get:10 http://archive.ubuntu.com/ubuntu jammy-updates/main amd64 libgs9 amd64
9.55.0~dfsg1-0ubuntu5.9 [5,033 kB]
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amd64 2021.20210626.59705-1ubuntu0.2 [60.4 kB]
Get:12 http://archive.ubuntu.com/ubuntu jammy/main amd64 libwoff1 amd64
1.0.2-1build4 [45.2 kB]
Get:13 http://archive.ubuntu.com/ubuntu jammy/universe amd64 dvisvgm amd64
2.13.1-1 [1,221 kB]
Get:14 http://archive.ubuntu.com/ubuntu jammy/universe amd64 fonts-lmodern all
2.004.5-6.1 [4,532 kB]
Get:15 http://archive.ubuntu.com/ubuntu jammy/main amd64 fonts-noto-mono all
20201225-1build1 [397 kB]
Get:16 http://archive.ubuntu.com/ubuntu jammy/universe amd64 fonts-texgyre all
20180621-3.1 [10.2 MB]
Get:17 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libapache-pom-java
all 18-1 [4,720 B]
Get:18 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libcmark-
gfm0.29.0.gfm.3 amd64 0.29.0.gfm.3-3 [115 kB]
Get:19 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libcmark-gfm-
extensions0.29.0.gfm.3 amd64 0.29.0.gfm.3-3 [25.1 kB]
Get:20 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libcommons-parent-
java all 43-1 [10.8 kB]
Get:21 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libcommons-logging-
java all 1.2-2 [60.3 kB]
Get:22 http://archive.ubuntu.com/ubuntu jammy/main amd64 libfontenc1 amd64
1:1.1.4-1build3 [14.7 kB]
Get:23 http://archive.ubuntu.com/ubuntu jammy-updates/main amd64 libptexenc1
amd64 2021.20210626.59705-1ubuntu0.2 [39.1 kB]
Get:24 http://archive.ubuntu.com/ubuntu jammy/main amd64 rubygems-integration
```

all 1.18 [5,336 B]  
Get:25 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 ruby3.0 amd64 3.0.2-7ubuntu2.7 [50.1 kB]  
Get:26 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 ruby-rubygems all 3.3.5-2 [228 kB]  
Get:27 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 ruby amd64 1:3.0~exp1 [5,100 B]  
Get:28 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 rake all 13.0.6-2 [61.7 kB]  
Get:29 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 ruby-net-telnet all 0.1.1-2 [12.6 kB]  
Get:30 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 ruby-webrick all 1.7.0-3ubuntu0.1 [52.1 kB]  
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Get:32 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 libruby3.0 amd64 3.0.2-7ubuntu2.7 [5,113 kB]  
Get:33 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 libsyntax2 amd64 2021.20210626.59705-1ubuntu0.2 [55.6 kB]  
Get:34 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 libteckit0 amd64 2.5.11+ds1-1 [421 kB]  
Get:35 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 libtexlua53 amd64 2021.20210626.59705-1ubuntu0.2 [120 kB]  
Get:36 <http://archive.ubuntu.com/ubuntu> jammy-updates/main amd64 libtexluajit2 amd64 2021.20210626.59705-1ubuntu0.2 [267 kB]  
Get:37 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 libzip-0-13 amd64 0.13.72+dfsg.1-1.1 [27.0 kB]  
Get:38 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 xfonts-encodings all 1:1.0.5-0ubuntu2 [578 kB]  
Get:39 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 xfonts-utils amd64 1:7.7+6build2 [94.6 kB]  
Get:40 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 lmodern all 2.004.5-6.1 [9,471 kB]  
Get:41 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 pandoc-data all 2.9.2.1-3ubuntu2 [81.8 kB]  
Get:42 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 pandoc amd64 2.9.2.1-3ubuntu2 [20.3 MB]  
Get:43 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 preview-latex-style all 12.2-1ubuntu1 [185 kB]  
Get:44 <http://archive.ubuntu.com/ubuntu> jammy/main amd64 t1utils amd64 1.41-4build2 [61.3 kB]  
Get:45 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 teckit amd64 2.5.11+ds1-1 [699 kB]  
Get:46 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 tex-gyre all 20180621-3.1 [6,209 kB]  
Get:47 <http://archive.ubuntu.com/ubuntu> jammy-updates/universe amd64 texlive-binaries amd64 2021.20210626.59705-1ubuntu0.2 [9,860 kB]  
Get:48 <http://archive.ubuntu.com/ubuntu> jammy/universe amd64 texlive-base all

```

2021.20220204-1 [21.0 MB]
Get:49 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-fonts-
recommended all 2021.20220204-1 [4,972 kB]
Get:50 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-latex-base
all 2021.20220204-1 [1,128 kB]
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recommended all 2021.20220204-1 [14.4 MB]
Get:52 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive all
2021.20220204-1 [14.3 kB]
Get:53 http://archive.ubuntu.com/ubuntu jammy/universe amd64 libfontbox-java all
1:1.8.16-2 [207 kB]
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1:1.8.16-2 [5,199 kB]
Get:55 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-pictures
all 2021.20220204-1 [8,720 kB]
Get:56 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-latex-extra
all 2021.20220204-1 [13.9 MB]
Get:57 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-plain-
generic all 2021.20220204-1 [27.5 MB]
Get:58 http://archive.ubuntu.com/ubuntu jammy/universe amd64 tipa all 2:1.3-21
[2,967 kB]
Get:59 http://archive.ubuntu.com/ubuntu jammy/universe amd64 texlive-xetex all
2021.20220204-1 [12.4 MB]
Fetched 202 MB in 18s (11.5 MB/s)
Extracting templates from packages: 100%
Preconfiguring packages ...
Selecting previously unselected package fonts-droid-fallback.
(Reading database ... 123621 files and directories currently installed.)
Preparing to unpack .../00-fonts-droid-fallback_1%3a6.0.1r16-1.1build1_all.deb
...
Unpacking fonts-droid-fallback (1:6.0.1r16-1.1build1) ...
Selecting previously unselected package fonts-lato.
Preparing to unpack .../01-fonts-lato_2.0-2.1_all.deb ...
Unpacking fonts-lato (2.0-2.1) ...
Selecting previously unselected package poppler-data.
Preparing to unpack .../02-poppler-data_0.4.11-1_all.deb ...
Unpacking poppler-data (0.4.11-1) ...
Selecting previously unselected package tex-common.
Preparing to unpack .../03-tex-common_6.17_all.deb ...
Unpacking tex-common (6.17) ...
Selecting previously unselected package fonts-urw-base35.
Preparing to unpack .../04-fonts-urw-base35_20200910-1_all.deb ...
Unpacking fonts-urw-base35 (20200910-1) ...
Selecting previously unselected package libgs9-common.
Preparing to unpack .../05-libgs9-common_9.55.0~dfsg1-0ubuntu5.9_all.deb ...
Unpacking libgs9-common (9.55.0~dfsg1-0ubuntu5.9) ...
Selecting previously unselected package libidn12:amd64.
Preparing to unpack .../06-libidn12_1.38-4ubuntu1_amd64.deb ...

```

```

Unpacking libidn12:amd64 (1.38-4ubuntu1) ...
Selecting previously unselected package libijs-0.35:amd64.
Preparing to unpack .../07-libijs-0.35_0.35-15build2_amd64.deb ...
Unpacking libijs-0.35:amd64 (0.35-15build2) ...
Selecting previously unselected package libjbig2dec0:amd64.
Preparing to unpack .../08-libjbig2dec0_0.19-3build2_amd64.deb ...
Unpacking libjbig2dec0:amd64 (0.19-3build2) ...
Selecting previously unselected package libgs9:amd64.
Preparing to unpack .../09-libgs9_9.55.0~dfsg1-0ubuntu5.9_amd64.deb ...
Unpacking libgs9:amd64 (9.55.0~dfsg1-0ubuntu5.9) ...
Selecting previously unselected package libkpathsea6:amd64.
Preparing to unpack .../10-libkpathsea6_2021.20210626.59705-1ubuntu0.2_amd64.deb
...
Unpacking libkpathsea6:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package libwoff1:amd64.
Preparing to unpack .../11-libwoff1_1.0.2-1build4_amd64.deb ...
Unpacking libwoff1:amd64 (1.0.2-1build4) ...
Selecting previously unselected package dvisvgm.
Preparing to unpack .../12-dvisvgm_2.13.1-1_amd64.deb ...
Unpacking dvisvgm (2.13.1-1) ...
Selecting previously unselected package fonts-lmodern.
Preparing to unpack .../13-fonts-lmodern_2.004.5-6.1_all.deb ...
Unpacking fonts-lmodern (2.004.5-6.1) ...
Selecting previously unselected package fonts-noto-mono.
Preparing to unpack .../14-fonts-noto-mono_20201225-1build1_all.deb ...
Unpacking fonts-noto-mono (20201225-1build1) ...
Selecting previously unselected package fonts-texgyre.
Preparing to unpack .../15-fonts-texgyre_20180621-3.1_all.deb ...
Unpacking fonts-texgyre (20180621-3.1) ...
Selecting previously unselected package libapache-pom-java.
Preparing to unpack .../16-libapache-pom-java_18-1_all.deb ...
Unpacking libapache-pom-java (18-1) ...
Selecting previously unselected package libcmark-gfm0.29.0.gfm.3:amd64.
Preparing to unpack .../17-libcmark-gfm0.29.0.gfm.3_0.29.0.gfm.3-3_amd64.deb ...
Unpacking libcmark-gfm0.29.0.gfm.3:amd64 (0.29.0.gfm.3-3) ...
Selecting previously unselected package libcmark-gfm-
extensions0.29.0.gfm.3:amd64.
Preparing to unpack .../18-libcmark-gfm-
extensions0.29.0.gfm.3_0.29.0.gfm.3-3_amd64.deb ...
Unpacking libcmark-gfm-extensions0.29.0.gfm.3:amd64 (0.29.0.gfm.3-3) ...
Selecting previously unselected package libcommons-parent-java.
Preparing to unpack .../19-libcommons-parent-java_43-1_all.deb ...
Unpacking libcommons-parent-java (43-1) ...
Selecting previously unselected package libcommons-logging-java.
Preparing to unpack .../20-libcommons-logging-java_1.2-2_all.deb ...
Unpacking libcommons-logging-java (1.2-2) ...
Selecting previously unselected package libfontenc1:amd64.
Preparing to unpack .../21-libfontenc1_1%3a1.1.4-1build3_amd64.deb ...

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Unpacking libfontenc1:amd64 (1:1.1.4-1build3) ...
Selecting previously unselected package libptexenc1:amd64.
Preparing to unpack .../22-libptexenc1_2021.20210626.59705-1ubuntu0.2_amd64.deb
...
Unpacking libptexenc1:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package rubygems-integration.
Preparing to unpack .../23-rubygems-integration_1.18_all.deb ...
Unpacking rubygems-integration (1.18) ...
Selecting previously unselected package ruby3.0.
Preparing to unpack .../24-ruby3.0_3.0.2-7ubuntu2.7_amd64.deb ...
Unpacking ruby3.0 (3.0.2-7ubuntu2.7) ...
Selecting previously unselected package ruby-rubygems.
Preparing to unpack .../25-ruby-rubygems_3.3.5-2_all.deb ...
Unpacking ruby-rubygems (3.3.5-2) ...
Selecting previously unselected package ruby.
Preparing to unpack .../26-ruby_1%3a3.0~exp1_amd64.deb ...
Unpacking ruby (1:3.0~exp1) ...
Selecting previously unselected package rake.
Preparing to unpack .../27-rake_13.0.6-2_all.deb ...
Unpacking rake (13.0.6-2) ...
Selecting previously unselected package ruby-net-telnet.
Preparing to unpack .../28-ruby-net-telnet_0.1.1-2_all.deb ...
Unpacking ruby-net-telnet (0.1.1-2) ...
Selecting previously unselected package ruby-webrick.
Preparing to unpack .../29-ruby-webrick_1.7.0-3ubuntu0.1_all.deb ...
Unpacking ruby-webrick (1.7.0-3ubuntu0.1) ...
Selecting previously unselected package ruby-xmldr.
Preparing to unpack .../30-ruby-xmldr_0.3.2-1ubuntu0.1_all.deb ...
Unpacking ruby-xmldr (0.3.2-1ubuntu0.1) ...
Selecting previously unselected package libruby3.0:amd64.
Preparing to unpack .../31-libruby3.0_3.0.2-7ubuntu2.7_amd64.deb ...
Unpacking libruby3.0:amd64 (3.0.2-7ubuntu2.7) ...
Selecting previously unselected package libsyntax2:amd64.
Preparing to unpack .../32-libsyntax2_2021.20210626.59705-1ubuntu0.2_amd64.deb
...
Unpacking libsyntax2:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package libteckit0:amd64.
Preparing to unpack .../33-libteckit0_2.5.11+ds1-1_amd64.deb ...
Unpacking libteckit0:amd64 (2.5.11+ds1-1) ...
Selecting previously unselected package libtexlua53:amd64.
Preparing to unpack .../34-libtexlua53_2021.20210626.59705-1ubuntu0.2_amd64.deb
...
Unpacking libtexlua53:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package libtexluajit2:amd64.
Preparing to unpack
.../35-libtexluajit2_2021.20210626.59705-1ubuntu0.2_amd64.deb ...
Unpacking libtexluajit2:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package libzip-0-13:amd64.

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Preparing to unpack .../36-libzip-0-13_0.13.72+dfsg.1-1.1_amd64.deb ...
Unpacking libzip-0-13:amd64 (0.13.72+dfsg.1-1.1) ...
Selecting previously unselected package xfonts-encodings.
Preparing to unpack .../37-xfonts-encodings_1%3a1.0.5-0ubuntu2_all.deb ...
Unpacking xfonts-encodings (1:1.0.5-0ubuntu2) ...
Selecting previously unselected package xfonts-utils.
Preparing to unpack .../38-xfonts-utils_1%3a7.7+6build2_amd64.deb ...
Unpacking xfonts-utils (1:7.7+6build2) ...
Selecting previously unselected package lmodern.
Preparing to unpack .../39-lmodern_2.004.5-6.1_all.deb ...
Unpacking lmodern (2.004.5-6.1) ...
Selecting previously unselected package pandoc-data.
Preparing to unpack .../40-pandoc-data_2.9.2.1-3ubuntu2_all.deb ...
Unpacking pandoc-data (2.9.2.1-3ubuntu2) ...
Selecting previously unselected package pandoc.
Preparing to unpack .../41-pandoc_2.9.2.1-3ubuntu2_amd64.deb ...
Unpacking pandoc (2.9.2.1-3ubuntu2) ...
Selecting previously unselected package preview-latex-style.
Preparing to unpack .../42-preview-latex-style_12.2-1ubuntu1_all.deb ...
Unpacking preview-latex-style (12.2-1ubuntu1) ...
Selecting previously unselected package t1utils.
Preparing to unpack .../43-t1utils_1.41-4build2_amd64.deb ...
Unpacking t1utils (1.41-4build2) ...
Selecting previously unselected package teckit.
Preparing to unpack .../44-teckit_2.5.11+ds1-1_amd64.deb ...
Unpacking teckit (2.5.11+ds1-1) ...
Selecting previously unselected package tex-gyre.
Preparing to unpack .../45-tex-gyre_20180621-3.1_all.deb ...
Unpacking tex-gyre (20180621-3.1) ...
Selecting previously unselected package texlive-binaries.
Preparing to unpack .../46-texlive-
binaries_2021.20210626.59705-1ubuntu0.2_amd64.deb ...
Unpacking texlive-binaries (2021.20210626.59705-1ubuntu0.2) ...
Selecting previously unselected package texlive-base.
Preparing to unpack .../47-texlive-base_2021.20220204-1_all.deb ...
Unpacking texlive-base (2021.20220204-1) ...
Selecting previously unselected package texlive-fonts-recommended.
Preparing to unpack .../48-texlive-fonts-recommended_2021.20220204-1_all.deb ...
Unpacking texlive-fonts-recommended (2021.20220204-1) ...
Selecting previously unselected package texlive-latex-base.
Preparing to unpack .../49-texlive-latex-base_2021.20220204-1_all.deb ...
Unpacking texlive-latex-base (2021.20220204-1) ...
Selecting previously unselected package texlive-latex-recommended.
Preparing to unpack .../50-texlive-latex-recommended_2021.20220204-1_all.deb ...
Unpacking texlive-latex-recommended (2021.20220204-1) ...
Selecting previously unselected package texlive.
Preparing to unpack .../51-texlive_2021.20220204-1_all.deb ...
Unpacking texlive (2021.20220204-1) ...

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Selecting previously unselected package libfontbox-java.
Preparing to unpack .../52-libfontbox-java_1%3a1.8.16-2_all.deb ...
Unpacking libfontbox-java (1:1.8.16-2) ...
Selecting previously unselected package libpdfbox-java.
Preparing to unpack .../53-libpdfbox-java_1%3a1.8.16-2_all.deb ...
Unpacking libpdfbox-java (1:1.8.16-2) ...
Selecting previously unselected package texlive-pictures.
Preparing to unpack .../54-texlive-pictures_2021.20220204-1_all.deb ...
Unpacking texlive-pictures (2021.20220204-1) ...
Selecting previously unselected package texlive-latex-extra.
Preparing to unpack .../55-texlive-latex-extra_2021.20220204-1_all.deb ...
Unpacking texlive-latex-extra (2021.20220204-1) ...
Selecting previously unselected package texlive-plain-generic.
Preparing to unpack .../56-texlive-plain-generic_2021.20220204-1_all.deb ...
Unpacking texlive-plain-generic (2021.20220204-1) ...
Selecting previously unselected package tipa.
Preparing to unpack .../57-tipa_2%3a1.3-21_all.deb ...
Unpacking tipa (2:1.3-21) ...
Selecting previously unselected package texlive-xetex.
Preparing to unpack .../58-texlive-xetex_2021.20220204-1_all.deb ...
Unpacking texlive-xetex (2021.20220204-1) ...
Setting up fonts-lato (2.0-2.1) ...
Setting up fonts-noto-mono (20201225-1build1) ...
Setting up libwoff1:amd64 (1.0.2-1build4) ...
Setting up libtexlua53:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Setting up libijs-0.35:amd64 (0.35-15build2) ...
Setting up libtexluaajit2:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Setting up libfontbox-java (1:1.8.16-2) ...
Setting up rubygems-integration (1.18) ...
Setting up libzip-0-13:amd64 (0.13.72+dfsg.1-1.1) ...
Setting up fonts-urw-base35 (20200910-1) ...
Setting up poppler-data (0.4.11-1) ...
Setting up tex-common (6.17) ...
update-language: texlive-base not installed and configured, doing nothing!
Setting up libfontenc1:amd64 (1:1.1.4-1build3) ...
Setting up libjbig2dec0:amd64 (0.19-3build2) ...
Setting up libteckit0:amd64 (2.5.11+ds1-1) ...
Setting up libapache-pom-java (18-1) ...
Setting up ruby-net-telnet (0.1.1-2) ...
Setting up xfonts-encodings (1:1.0.5-0ubuntu2) ...
Setting up t1utils (1.41-4build2) ...
Setting up libidn12:amd64 (1.38-4ubuntu1) ...
Setting up fonts-texgyre (20180621-3.1) ...
Setting up libkpathsea6:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Setting up ruby-webrick (1.7.0-3ubuntu0.1) ...
Setting up libcmark-gfm0.29.0.gfm.3:amd64 (0.29.0.gfm.3-3) ...
Setting up fonts-lmodern (2.004.5-6.1) ...
Setting up libcmark-gfm-extensions0.29.0.gfm.3:amd64 (0.29.0.gfm.3-3) ...

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Setting up fonts-droid-fallback (1:6.0.1r16-1.1build1) ...
Setting up pandoc-data (2.9.2.1-3ubuntu2) ...
Setting up ruby-xmlrpc (0.3.2-1ubuntu0.1) ...
Setting up libsyntax2:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Setting up libgs9-common (9.55.0~dfsg1-0ubuntu5.9) ...
Setting up teckit (2.5.11+ds1-1) ...
Setting up libpdfbox-java (1:1.8.16-2) ...
Setting up libgs9:amd64 (9.55.0~dfsg1-0ubuntu5.9) ...
Setting up preview-latex-style (12.2-1ubuntu1) ...
Setting up libcommons-parent-java (43-1) ...
Setting up dvisvgm (2.13.1-1) ...
Setting up libcommons-logging-java (1.2-2) ...
Setting up xfonts-utils (1:7.7+6build2) ...
Setting up libptexenc1:amd64 (2021.20210626.59705-1ubuntu0.2) ...
Setting up pandoc (2.9.2.1-3ubuntu2) ...
Setting up texlive-binaries (2021.20210626.59705-1ubuntu0.2) ...
update-alternatives: using /usr/bin/xdvi-xaw to provide /usr/bin/xdvi.bin
(xdvi.bin) in auto mode
update-alternatives: using /usr/bin/bibtex.original to provide /usr/bin/bibtex
(bibtex) in auto mode
Setting up lmodern (2.004.5-6.1) ...
Setting up texlive-base (2021.20220204-1) ...
/usr/bin/ucfr
/usr/bin/ucfr
/usr/bin/ucfr
/usr/bin/ucfr
mktexlsr: Updating /var/lib/texmf/ls-R-TEXLIVEDIST...
mktexlsr: Updating /var/lib/texmf/ls-R-TEXMFMAIN...
mktexlsr: Updating /var/lib/texmf/ls-R...
mktexlsr: Done.
tl-paper: setting paper size for dvips to a4:
/var/lib/texmf/dvips/config/config-paper.ps
tl-paper: setting paper size for dvipdfmx to a4:
/var/lib/texmf/dvipdfmx/dvipdfmx-paper.cfg
tl-paper: setting paper size for xdvi to a4: /var/lib/texmf/xdvi/XDvi-paper
tl-paper: setting paper size for pdftex to a4: /var/lib/texmf/tex/generic/tex-
ini-files/pdftexconfig.tex
Setting up tex-gyre (20180621-3.1) ...
Setting up texlive-plain-generic (2021.20220204-1) ...
Setting up texlive-latex-base (2021.20220204-1) ...
Setting up texlive-latex-recommended (2021.20220204-1) ...
Setting up texlive-pictures (2021.20220204-1) ...
Setting up texlive-fonts-recommended (2021.20220204-1) ...
Setting up tipa (2:1.3-21) ...
Setting up texlive (2021.20220204-1) ...
Setting up texlive-latex-extra (2021.20220204-1) ...
Setting up texlive-xetex (2021.20220204-1) ...
Setting up rake (13.0.6-2) ...

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Setting up libruby3.0:amd64 (3.0.2-7ubuntu2.7) ...
Setting up ruby3.0 (3.0.2-7ubuntu2.7) ...
Setting up ruby (1:3.0~exp1) ...
Setting up ruby-rubygems (3.3.5-2) ...
Processing triggers for man-db (2.10.2-1) ...
Processing triggers for fontconfig (2.13.1-4.2ubuntu5) ...
Processing triggers for libc-bin (2.35-0ubuntu3.4) ...
/sbin/ldconfig.real: /usr/local/lib/libtbbmalloc_proxy.so.2 is not a symbolic
link

/sbin/ldconfig.real: /usr/local/lib/libtbbbind_2_5.so.3 is not a symbolic link

/sbin/ldconfig.real: /usr/local/lib/libur_adapter_opencl.so.0 is not a symbolic
link

/sbin/ldconfig.real: /usr/local/lib/libtbbmalloc.so.2 is not a symbolic link

/sbin/ldconfig.real: /usr/local/lib/libtbbbind_2_0.so.3 is not a symbolic link

/sbin/ldconfig.real: /usr/local/lib/libtbb.so.12 is not a symbolic link

/sbin/ldconfig.real: /usr/local/lib/libur_adapter_level_zero.so.0 is not a
symbolic link

/sbin/ldconfig.real: /usr/local/lib/libur_loader.so.0 is not a symbolic link

/sbin/ldconfig.real: /usr/local/lib/libtbbbind.so.3 is not a symbolic link

Processing triggers for tex-common (6.17) ...
Running updmap-sys. This may take some time... done.
Running mktexlsr /var/lib/texmf ... done.
Building format(s) --all.
    This may take some time...

```

```
[ ]: !jupyter nbconvert --to pdf "/content/drive/MyDrive/Colab Notebooks/CRM_
↪Analysis project.ipynb"
```

```

[NbConvertApp] Converting notebook /content/drive/MyDrive/Colab Notebooks/CRM
Analysis project.ipynb to pdf
[NbConvertApp] Support files will be in CRM Analysis project_files/
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Making directory ./CRM Analysis project_files
[NbConvertApp] Writing 117400 bytes to notebook.tex

```

```
[NbConvertApp] Building PDF
[NbConvertApp] Running xelatex 3 times: ['xelatex', 'notebook.tex', '-quiet']
[NbConvertApp] Running bibtex 1 time: ['bibtex', 'notebook']
[NbConvertApp] WARNING | bibtex had problems, most likely because there were no
citations
[NbConvertApp] PDF successfully created
[NbConvertApp] Writing 549729 bytes to /content/drive/MyDrive/Colab
Notebooks/CRM Analysis project.pdf
```

[ ]: