

# Customer Risk Analysis

Risk of Churn

☐ No

☐ Yes

7043

Count of customer...

26.54%

Churn Rate

\$16.06M

Yearly Charges

2955

Tech Tickets

3632

Admin Tickets

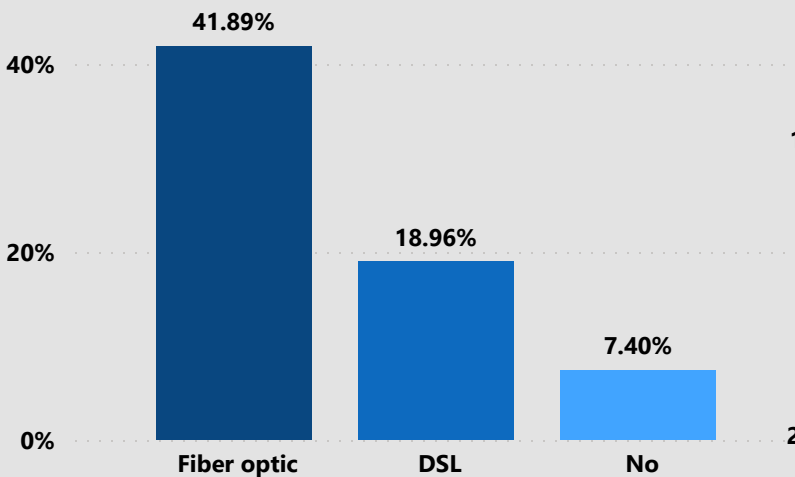


InternetService

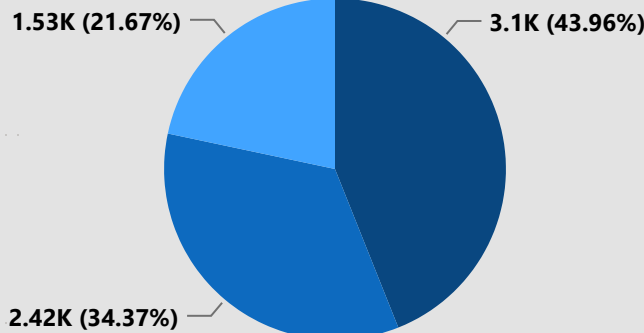
☐ DSL

☐ Fiber optic

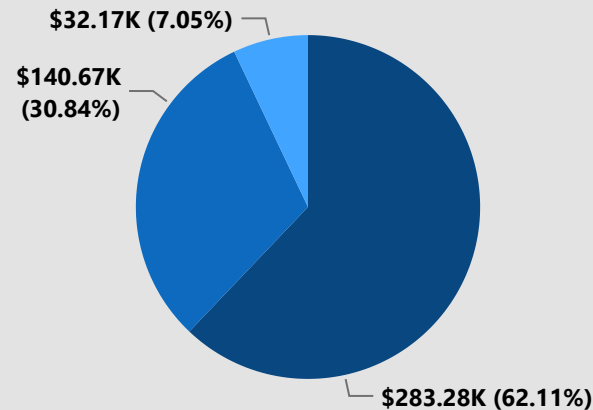
☐ No



InternetSe... ● Fiber optic ● DSL ● No



Interne... ● Fiber optic ● DSL ● No

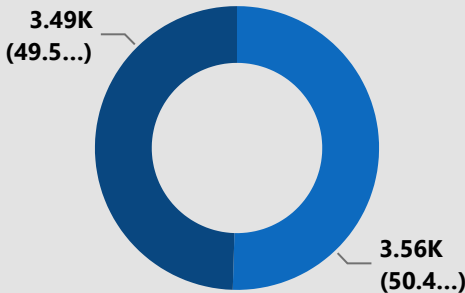


Months of Contract

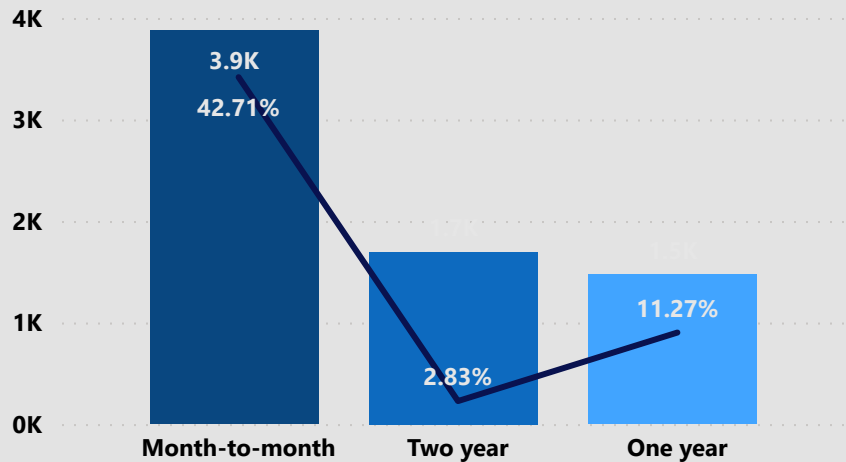
0

72

ge... ● Male ● Female



● Count of customerID ● %CustomersAtRisk



Contract

☐ Month-to-month

☐ One year

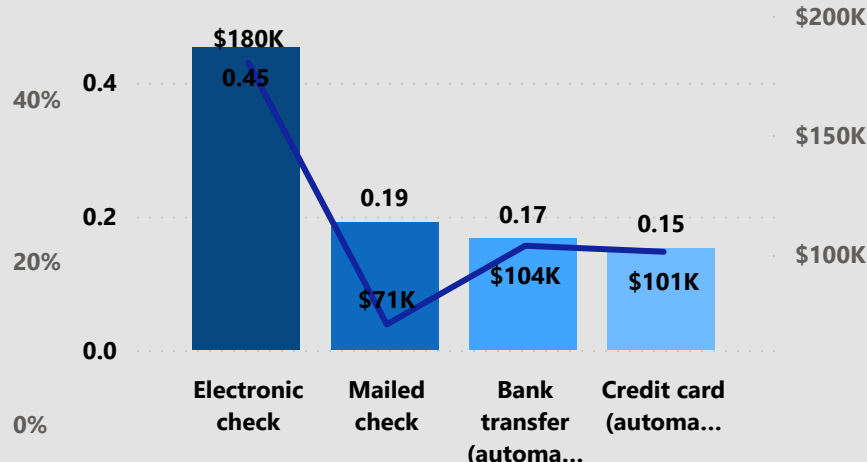
☐ Two year

PhoneService

☐ No

☐ Yes

● Churn Rate% ● Sum of MonthlyCharges





# Churn Dashboard

1869

Customers at risk

2173

Tech Tickets

885

Admin Tickets

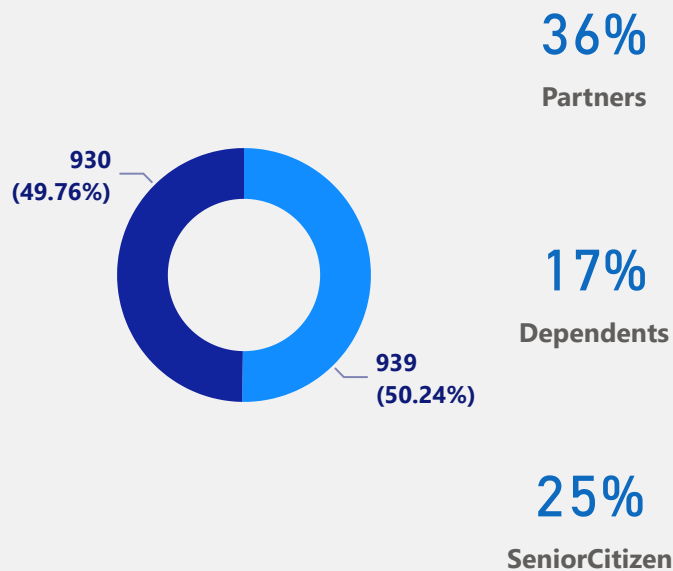
\$2.86M

Yearly Charges

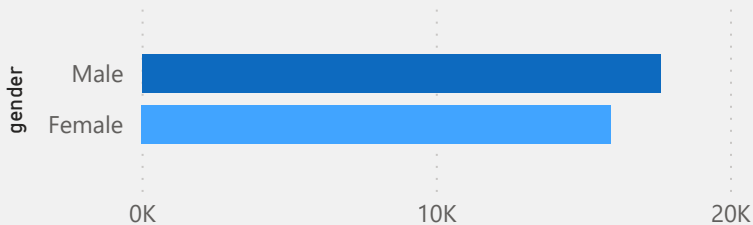
\$139.13K

Sum of MonthlyCharges

## Demographic Information

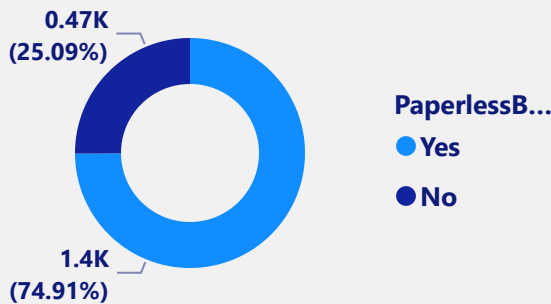
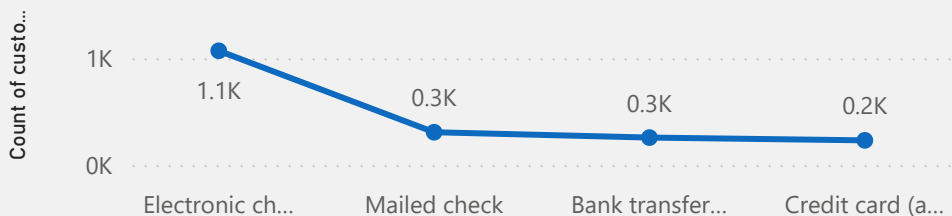


## Sum of tenure by gender



## Customer Account Information

### Payment Methods



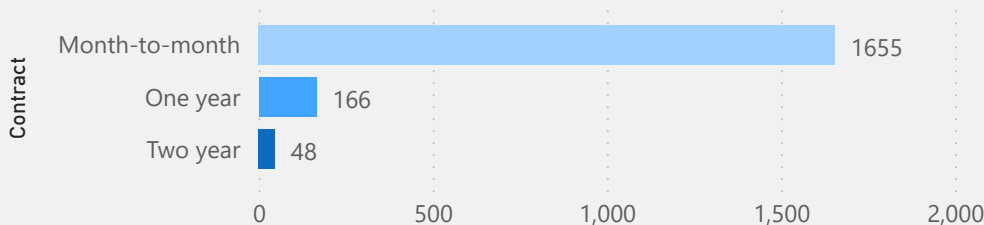
\$74.441332...

Average of MonthlyCharges

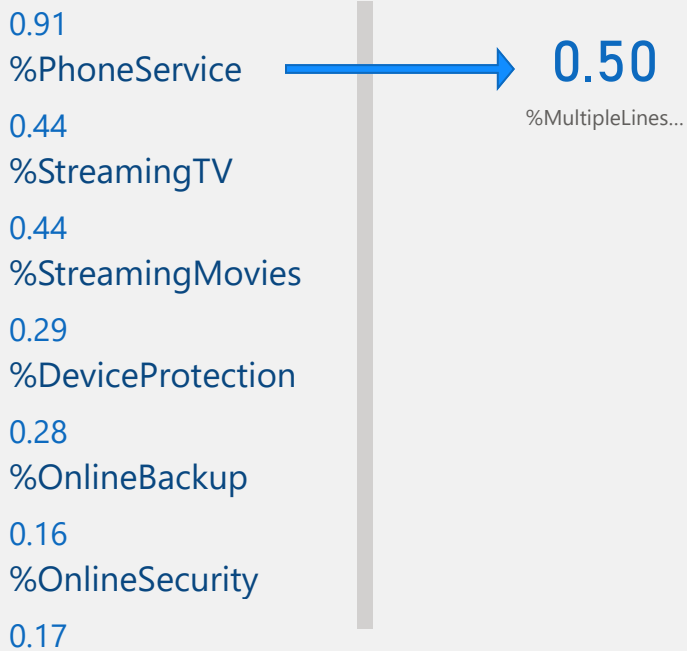
\$1.53K

Average of TotalCharges

### Count of customerID by Contract



## Services Customer Signup



### Paperless Billing

