

# Hierarchical Clustering

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&

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# Customer Segmentation

Goal: To make 3 marketing strategies

Age (in years)

Engagement with the page (in days/week)



Age: 42  
Eng. 7



Age: 18  
Eng. 3



Age: 23  
Eng. 2



Age: 49  
Eng. 1



Age: 37  
Eng. 7



Age: 51  
Eng. 1



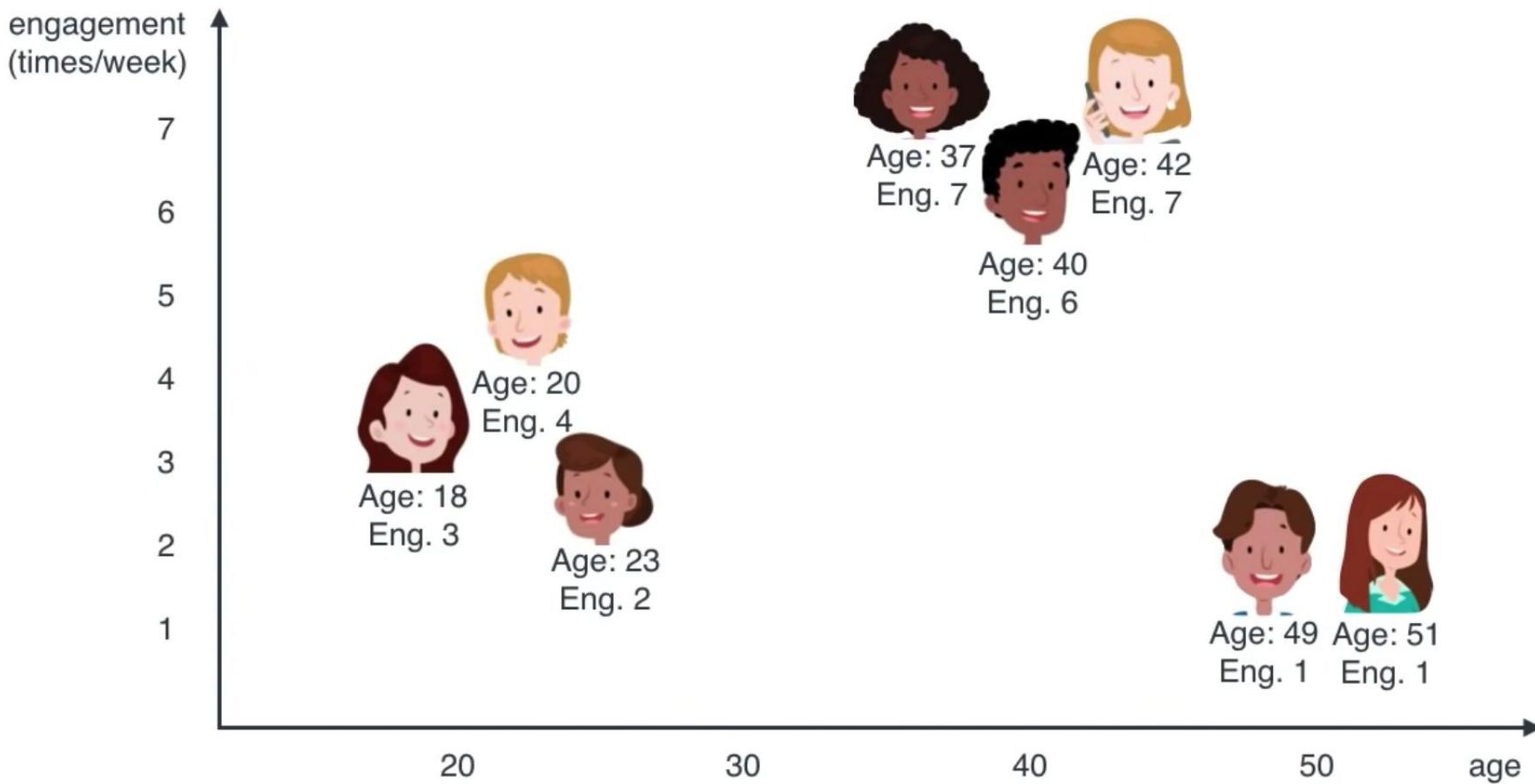
Age: 40  
Eng. 6



Age: 20  
Eng. 4

engagement  
(times/week)

7  
6  
5  
4  
3  
2  
1



engagement  
(times/week)

7

6

5

4

3

2

1

Strategy 1



Age: 18  
Eng. 3



Age: 23  
Eng. 2

20

30

40

50

age

Age: 37  
Eng. 7

Age: 42  
Eng. 7

Age: 40  
Eng. 6

Strategy 2



Age: 42  
Eng. 7

Age: 40  
Eng. 6

Strategy 3

Age: 49 Age: 51  
Eng. 1 Eng. 1

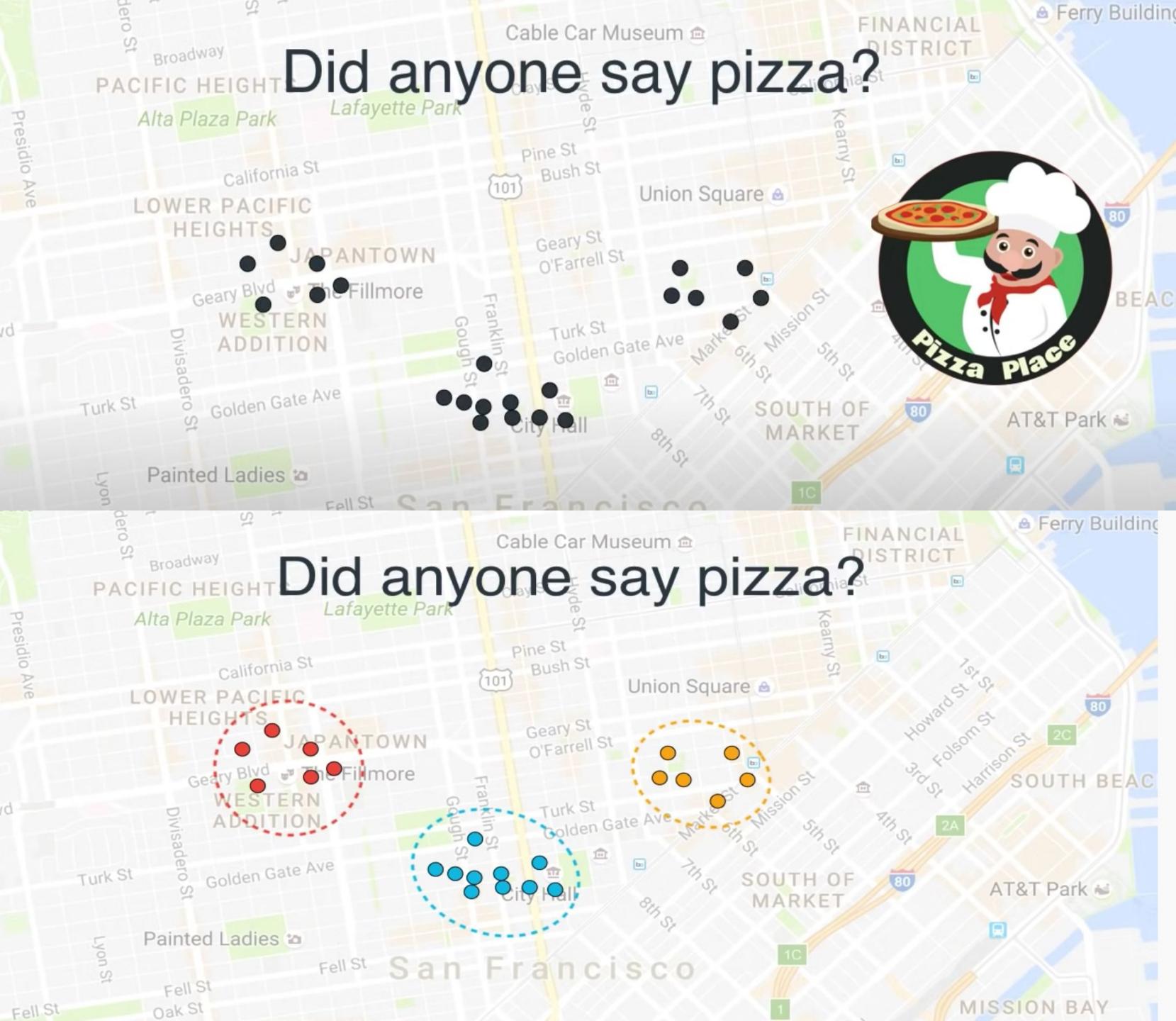




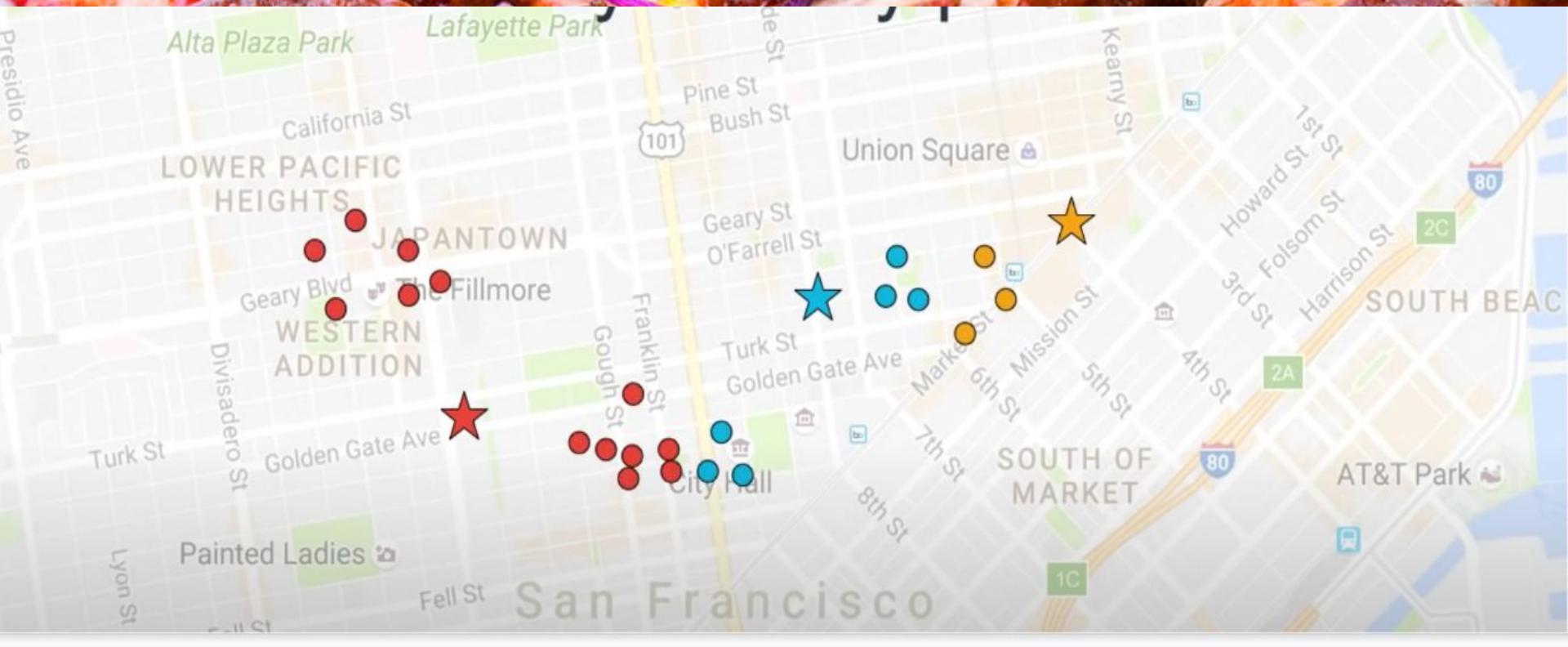
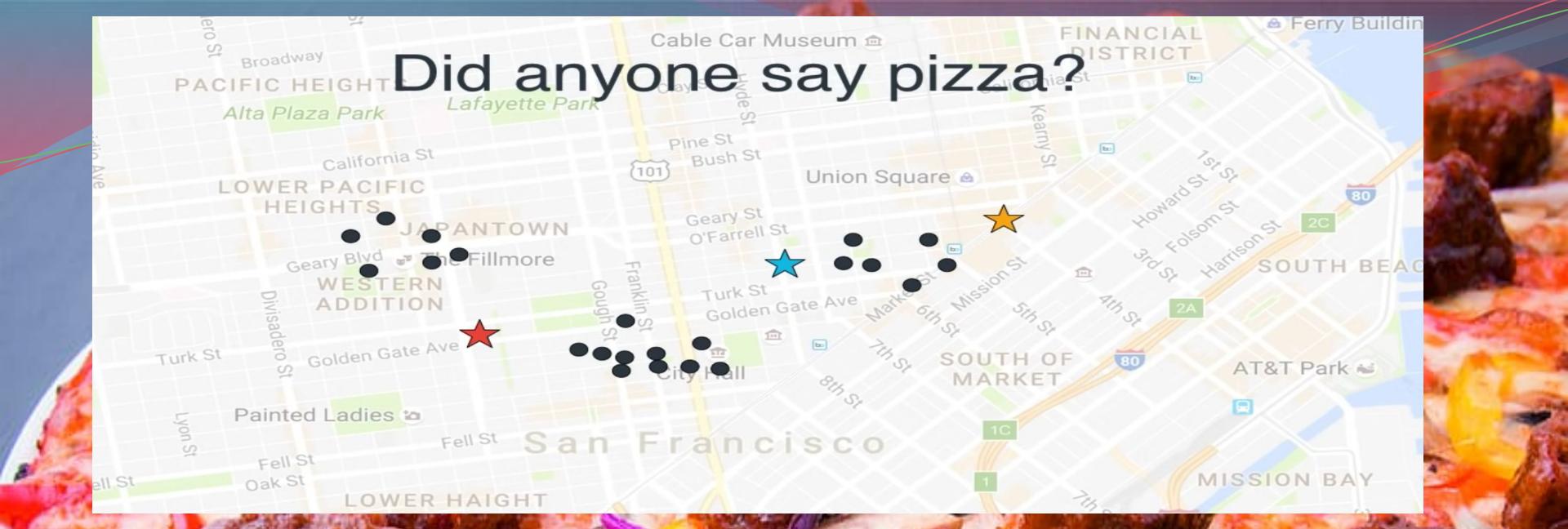
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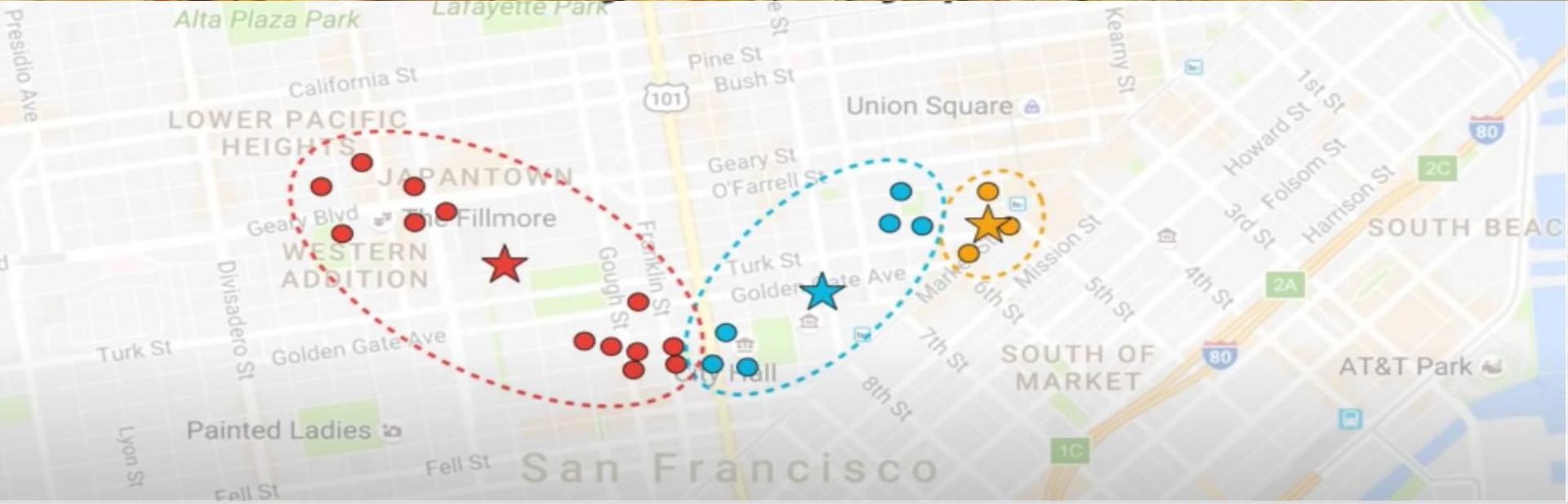
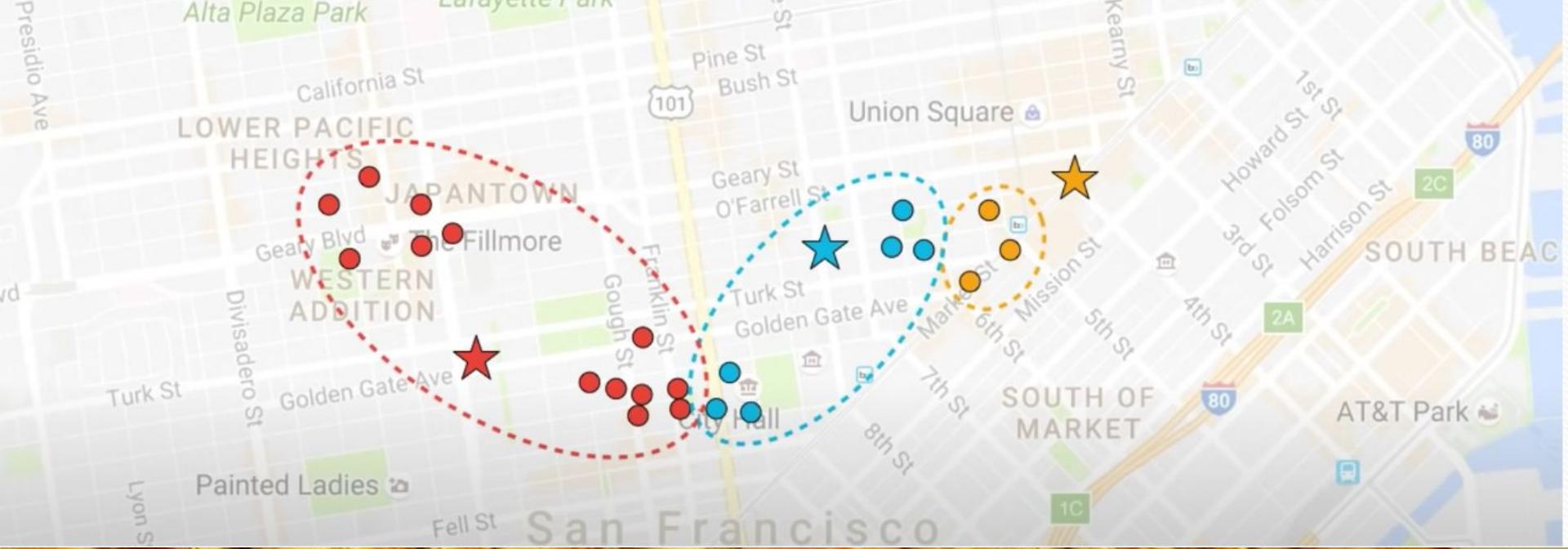


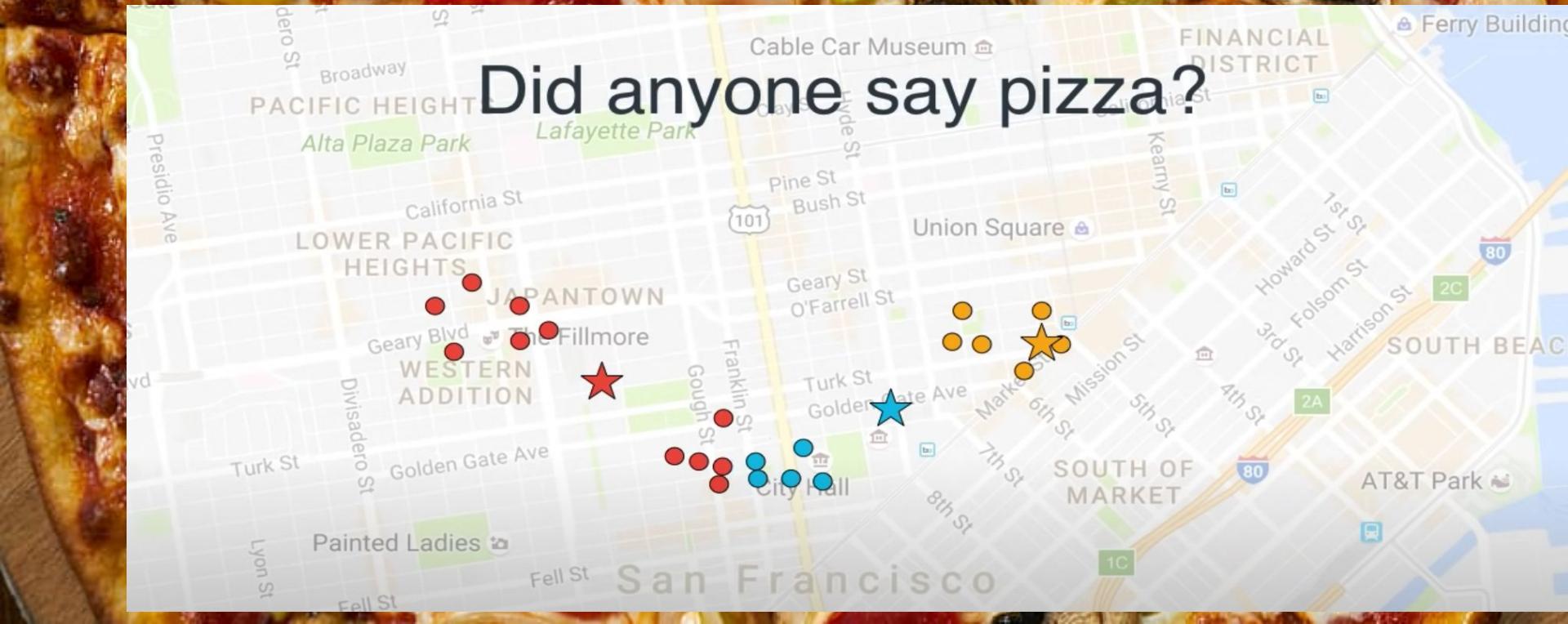
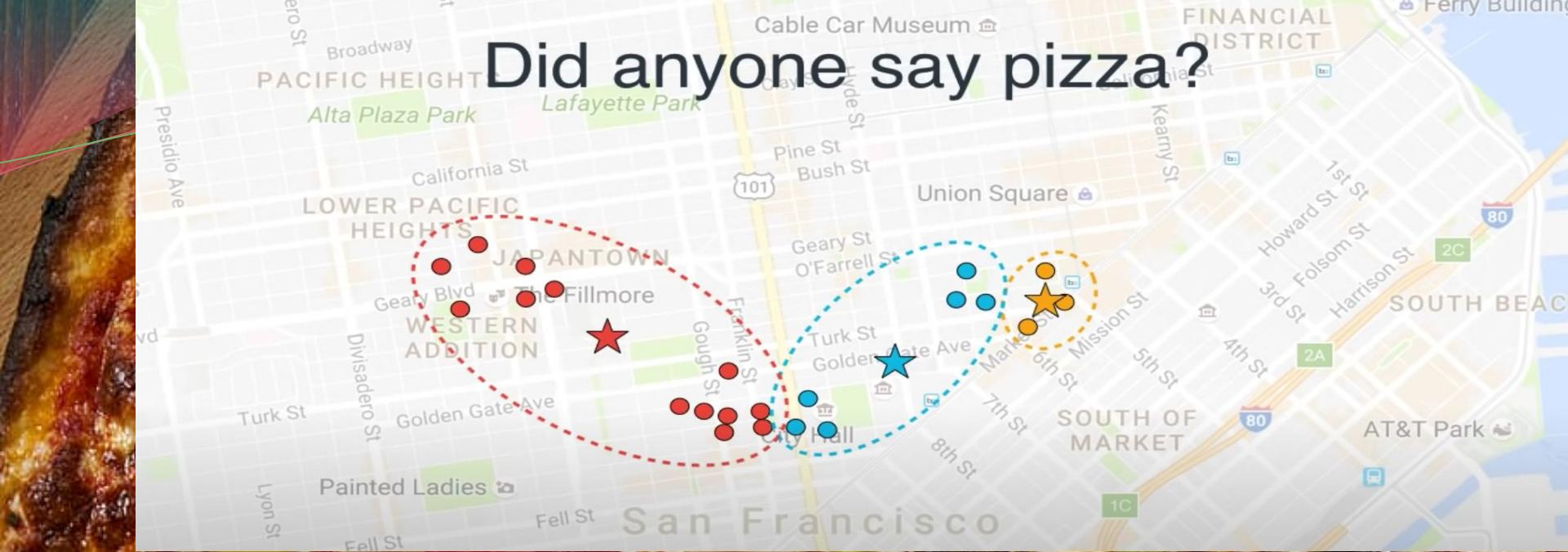
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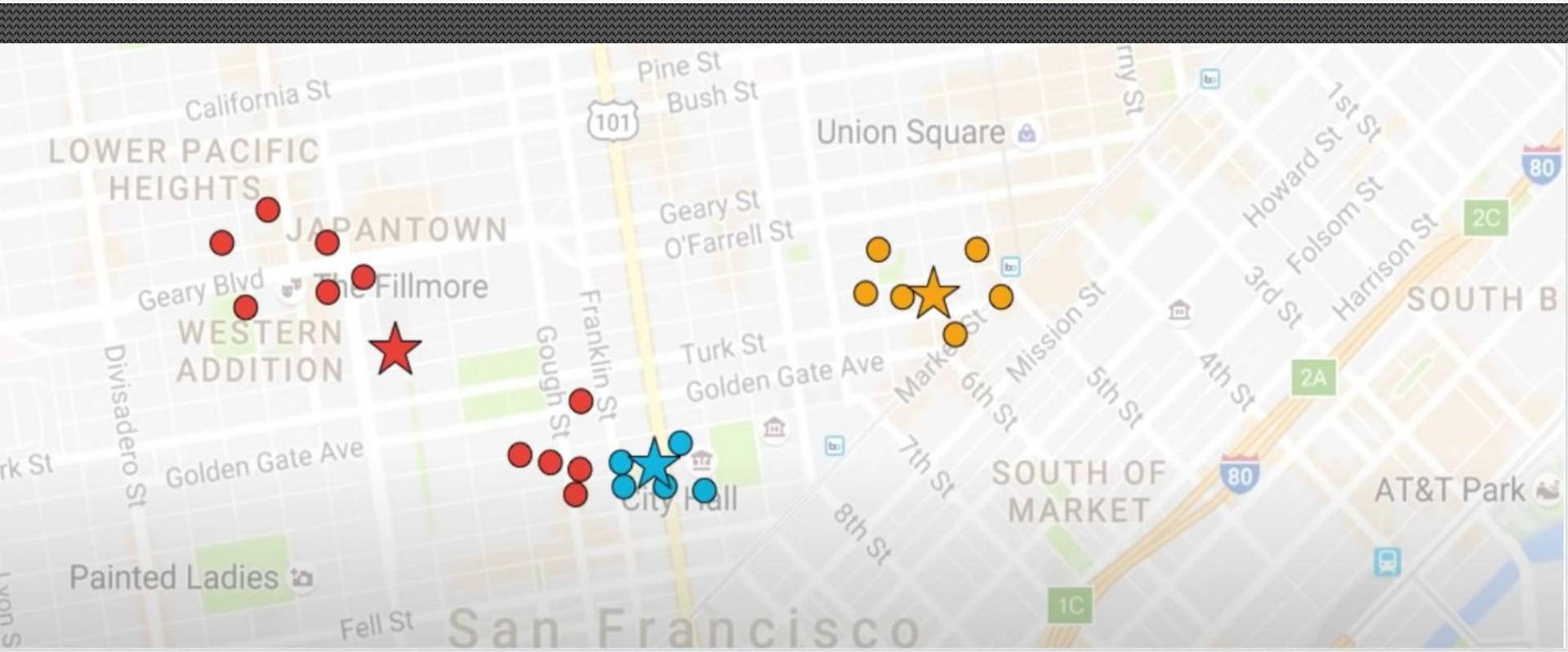
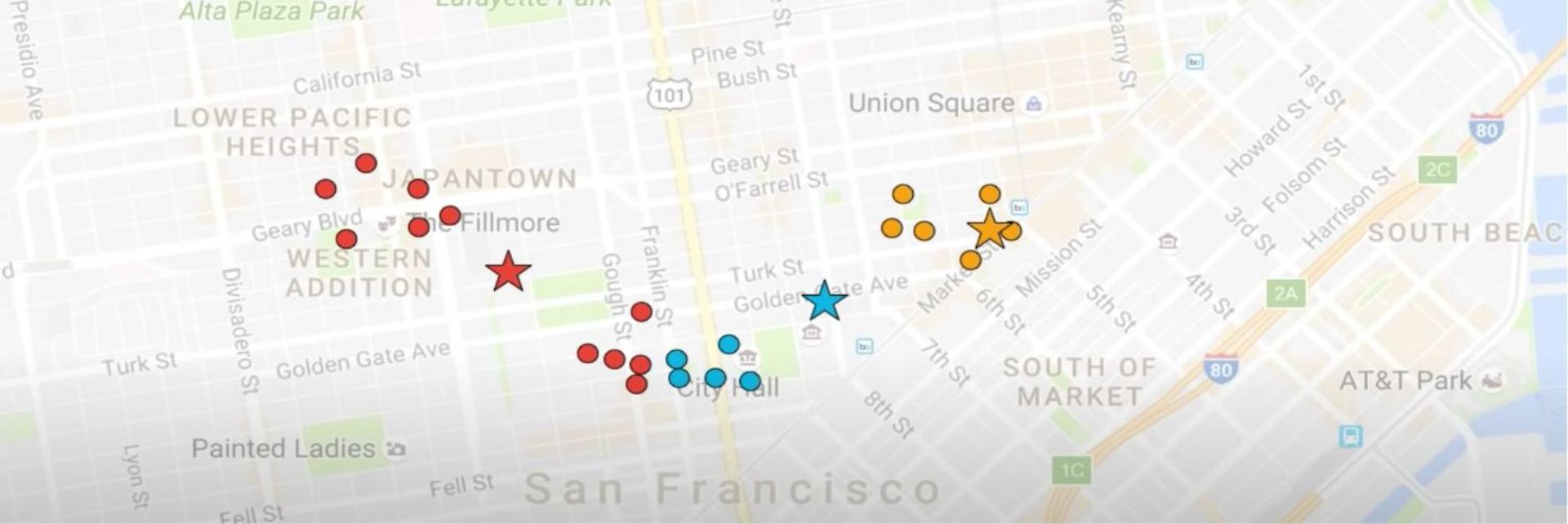


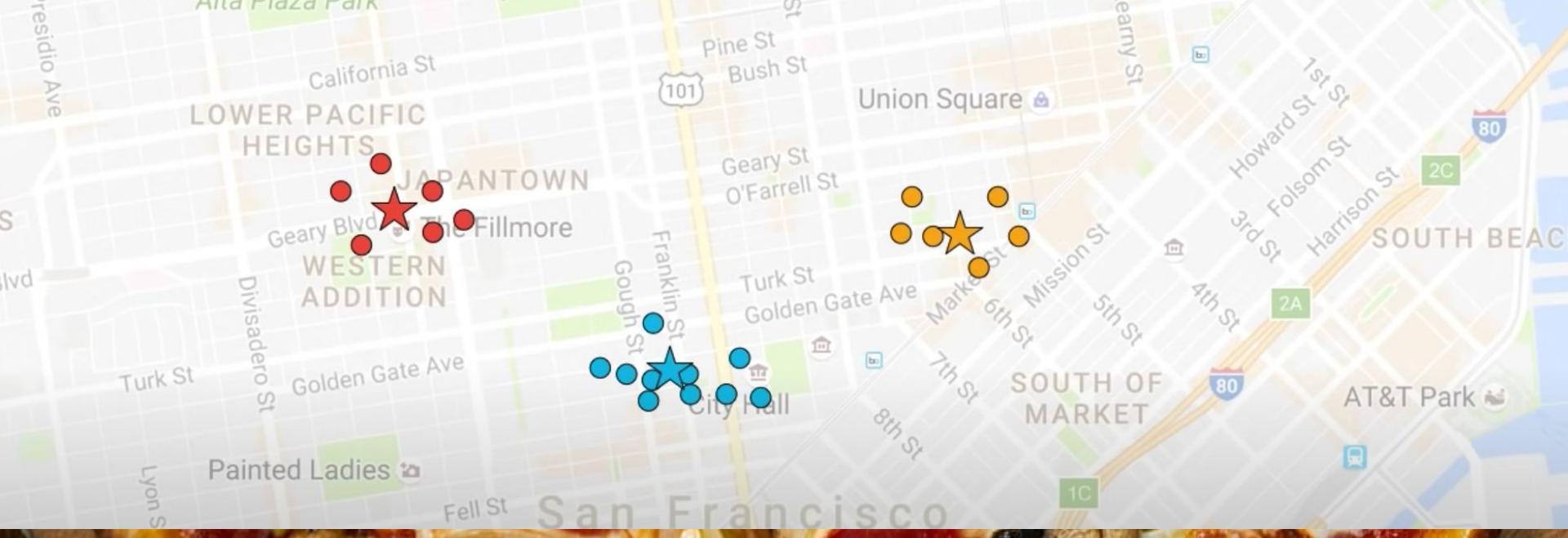
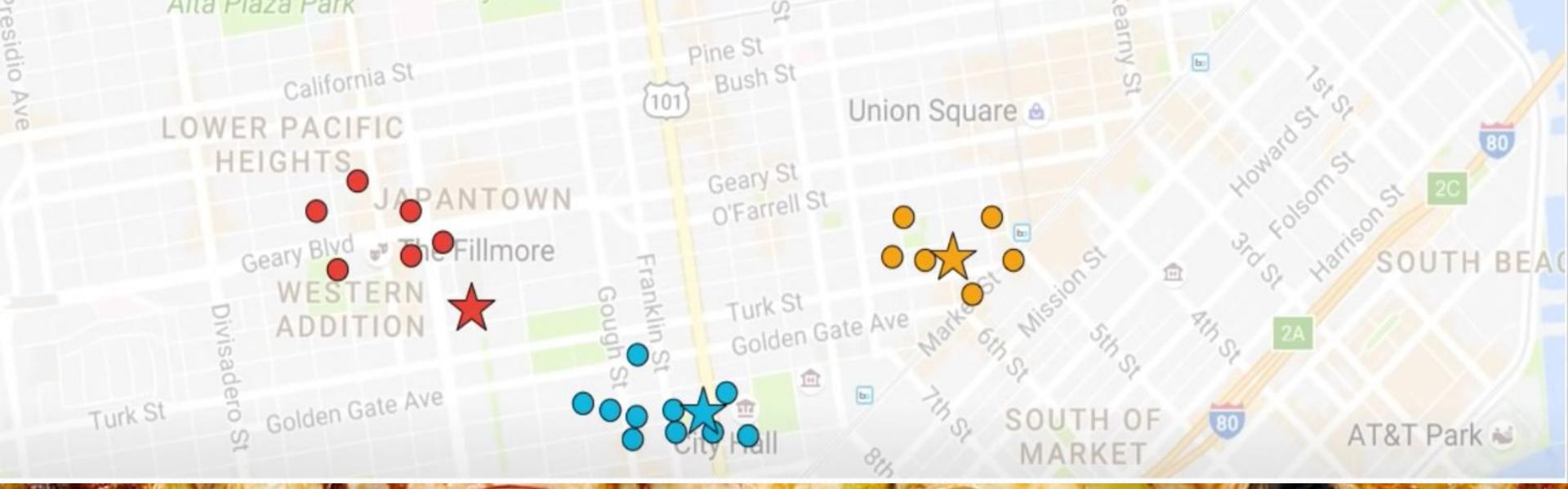
# Did anyone say pizza?





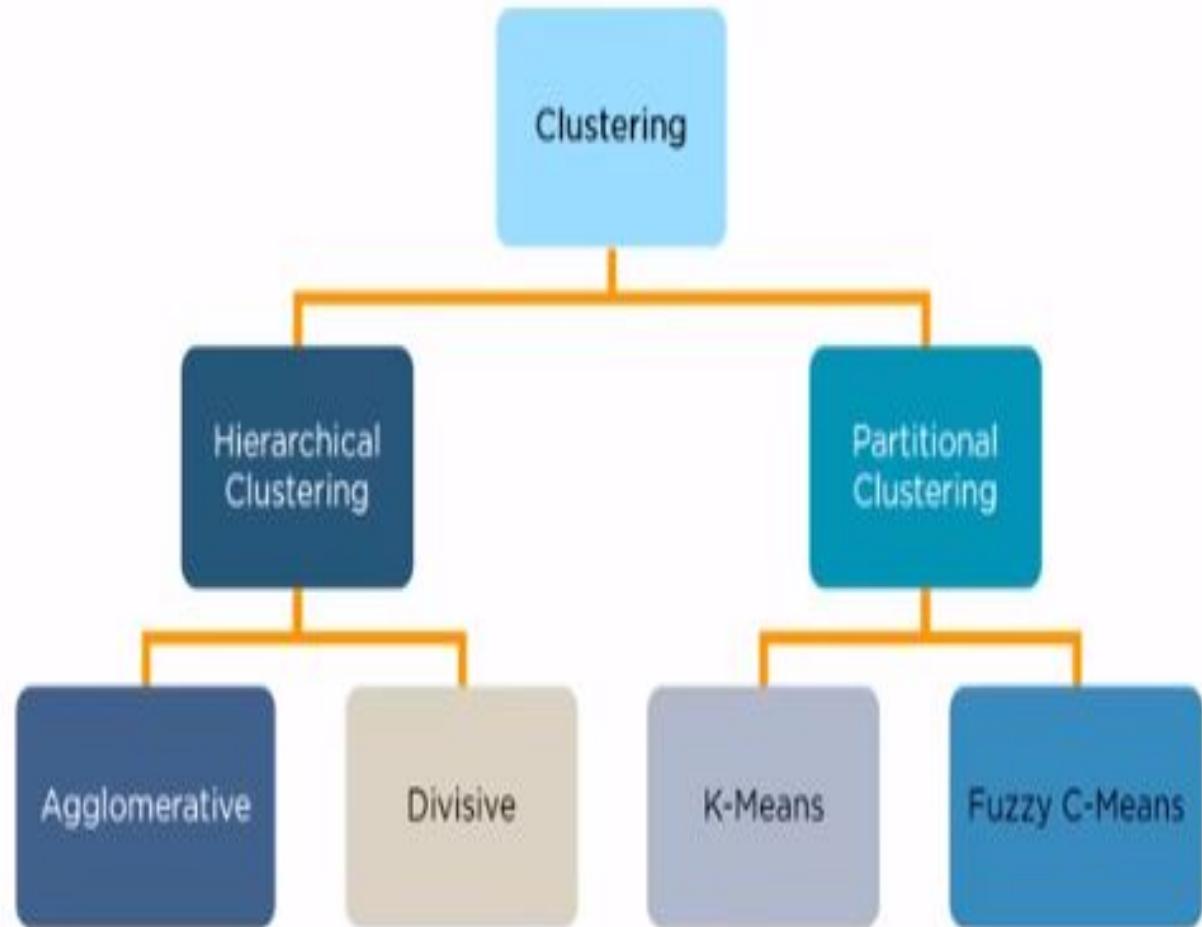




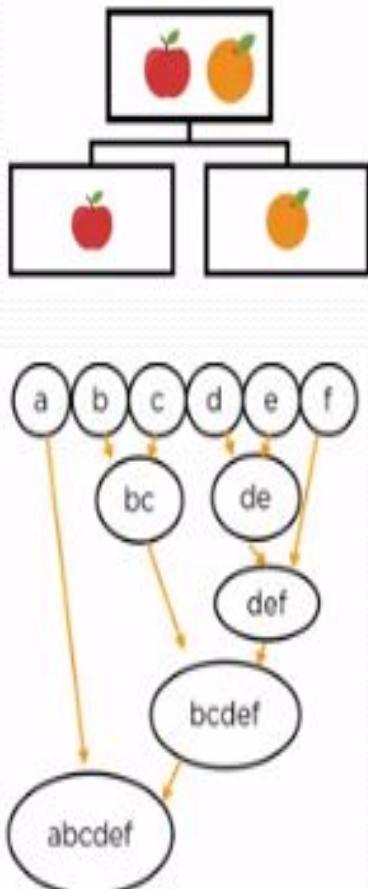


# Clustering & types

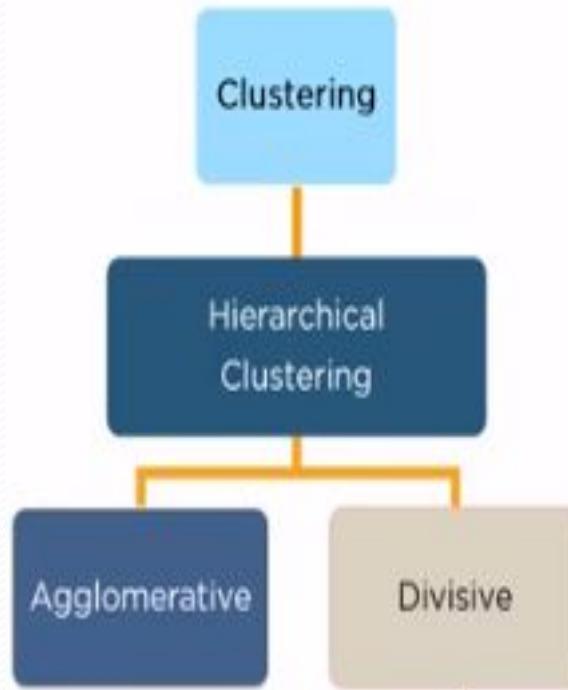
- Unsupervised learning
- Requires data, but no labels
- Detect patterns e.g. in
  - Group emails or search results
  - Customer shopping patterns
  - Regions of images
- Useful when don't know what you're looking for
- But: can get gibberish



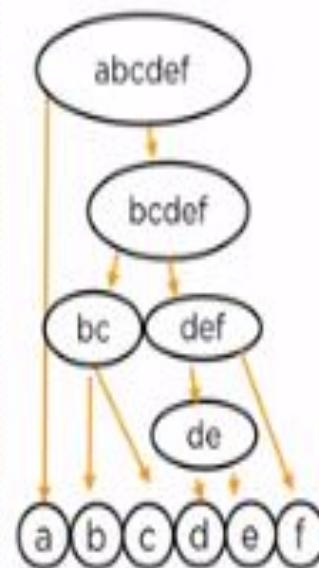
# Hierarchical Clustering



**"Bottom up"** approach: Begin with each element as a separate cluster and merge them into successively larger clusters.



- ✓ Clusters have a tree like structure
- ✓ Has a parent child relationship

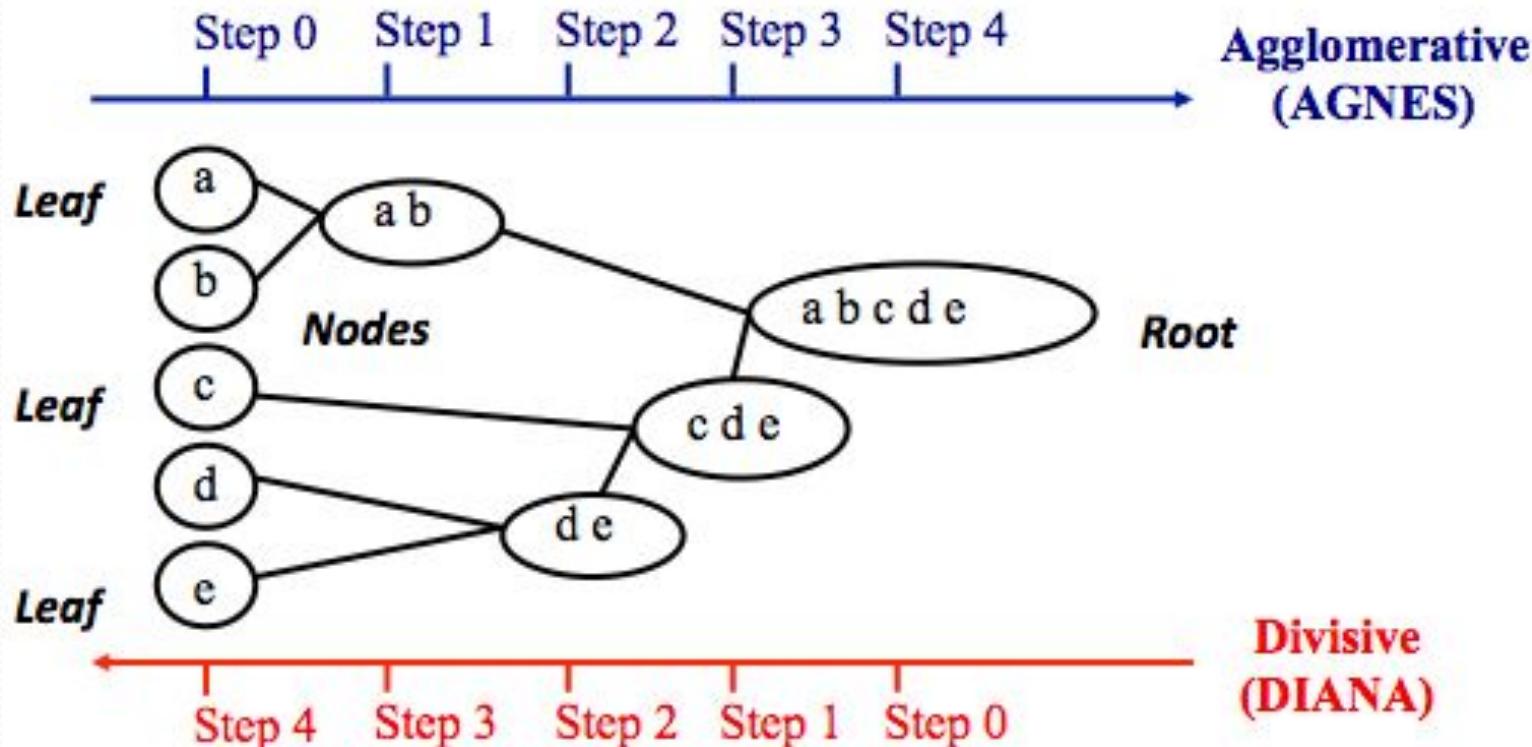


**"Top down"** approach begin with the whole set and proceed to divide it into successively smaller clusters.

# Hierarchical clustering types

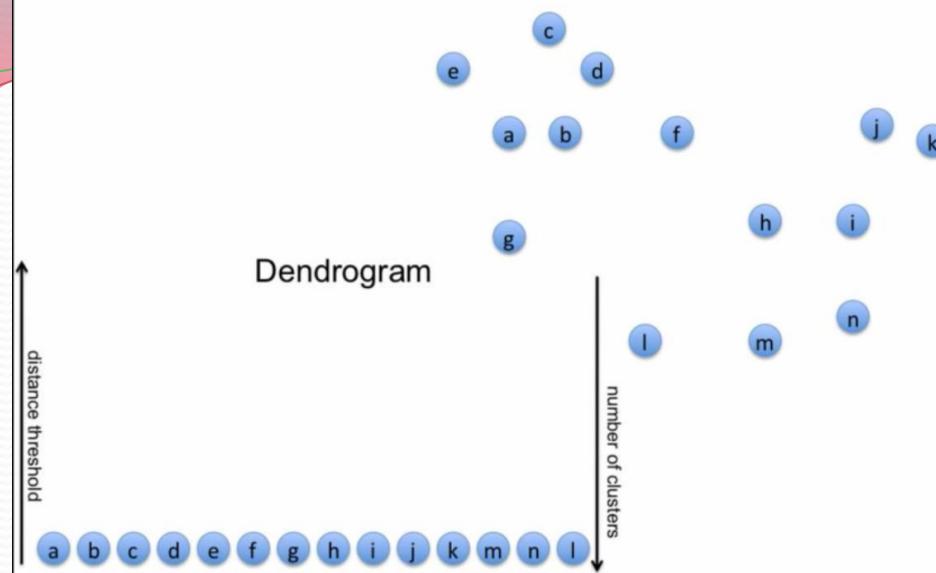
- Hierarchical clustering algorithm is of two types:
- i) Agglomerative Hierarchical clustering algorithm or AGNES (agglomerative nesting) and
- ii) Divisive Hierarchical clustering algorithm or DIANA

# Hierarchical clustering

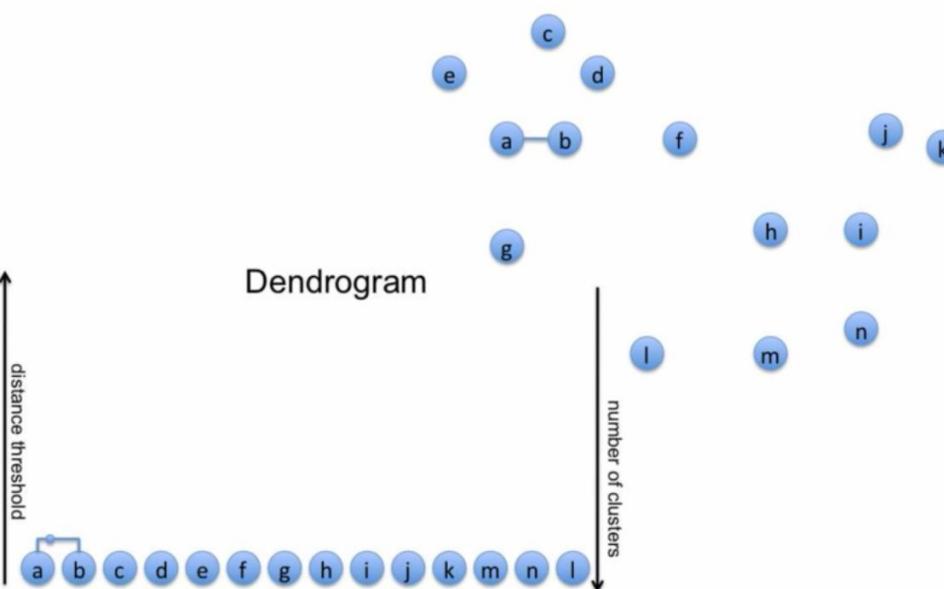


**Note that**, agglomerative clustering is good at identifying small clusters. Divisive clustering is good at identifying large clusters

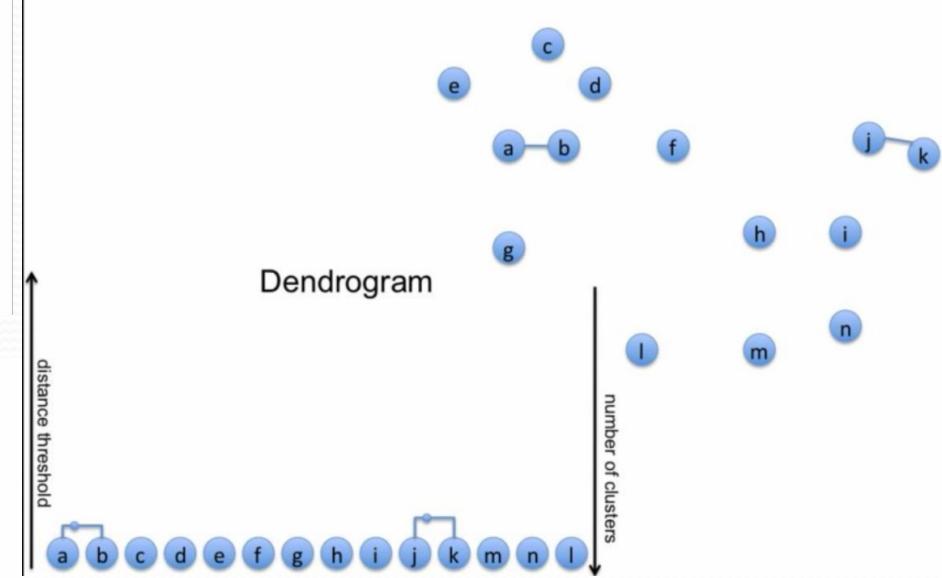
## Agglomerative clustering: example



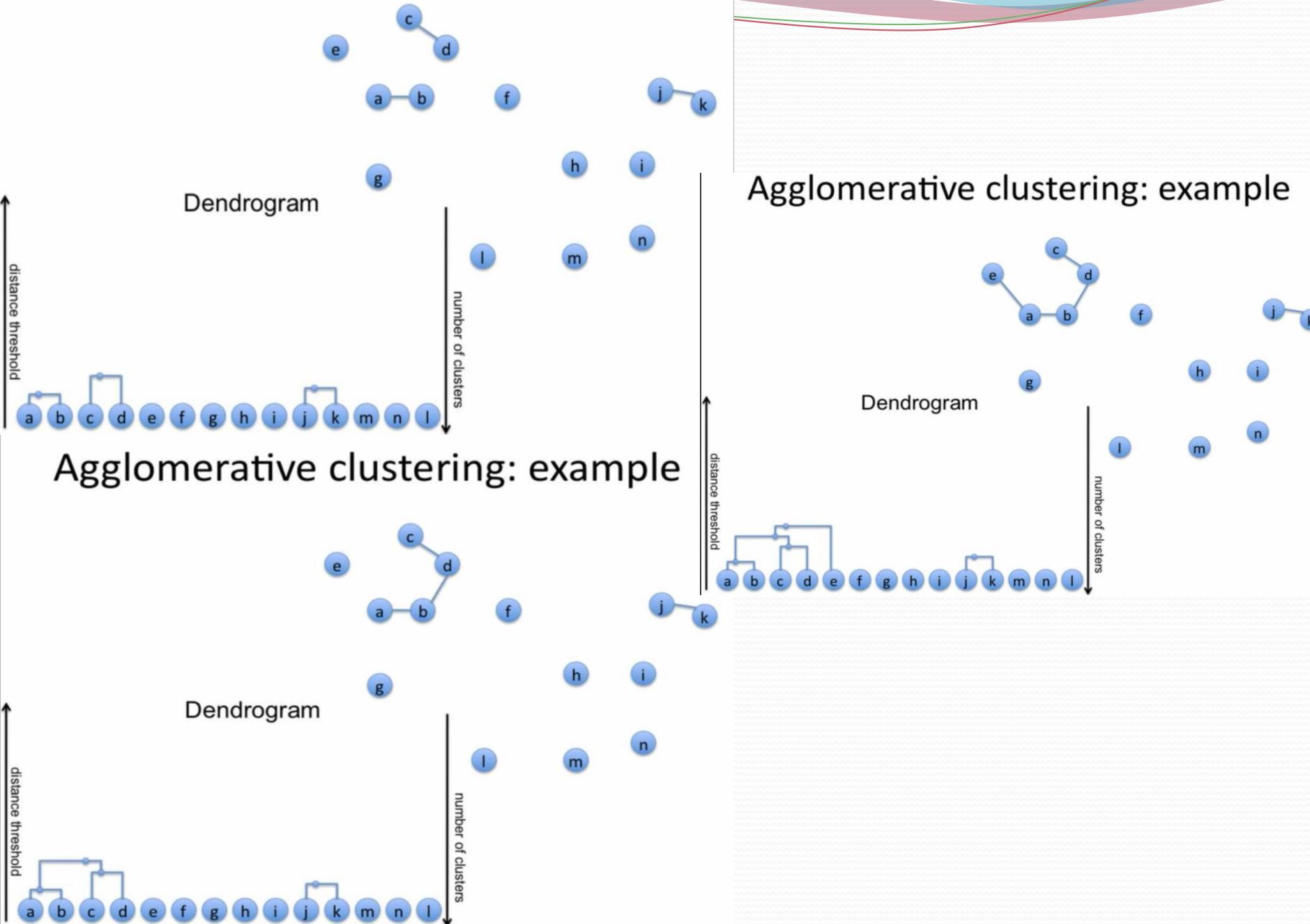
## Agglomerative clustering: example



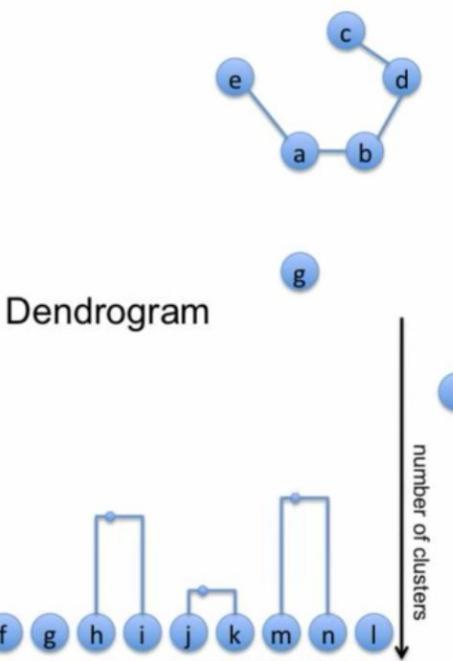
## Agglomerative clustering: example



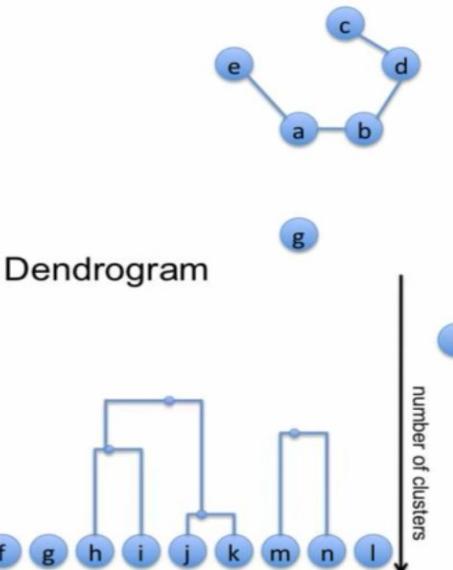
# Agglomerative clustering: example



# Agglomerative clustering: example

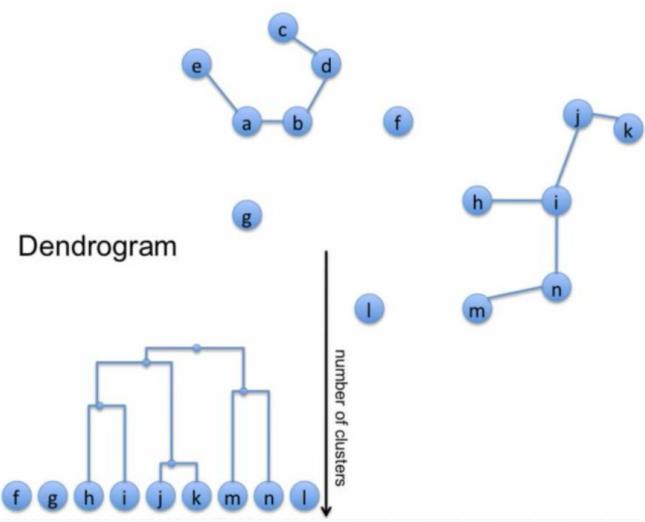


Agglomerative clustering: example

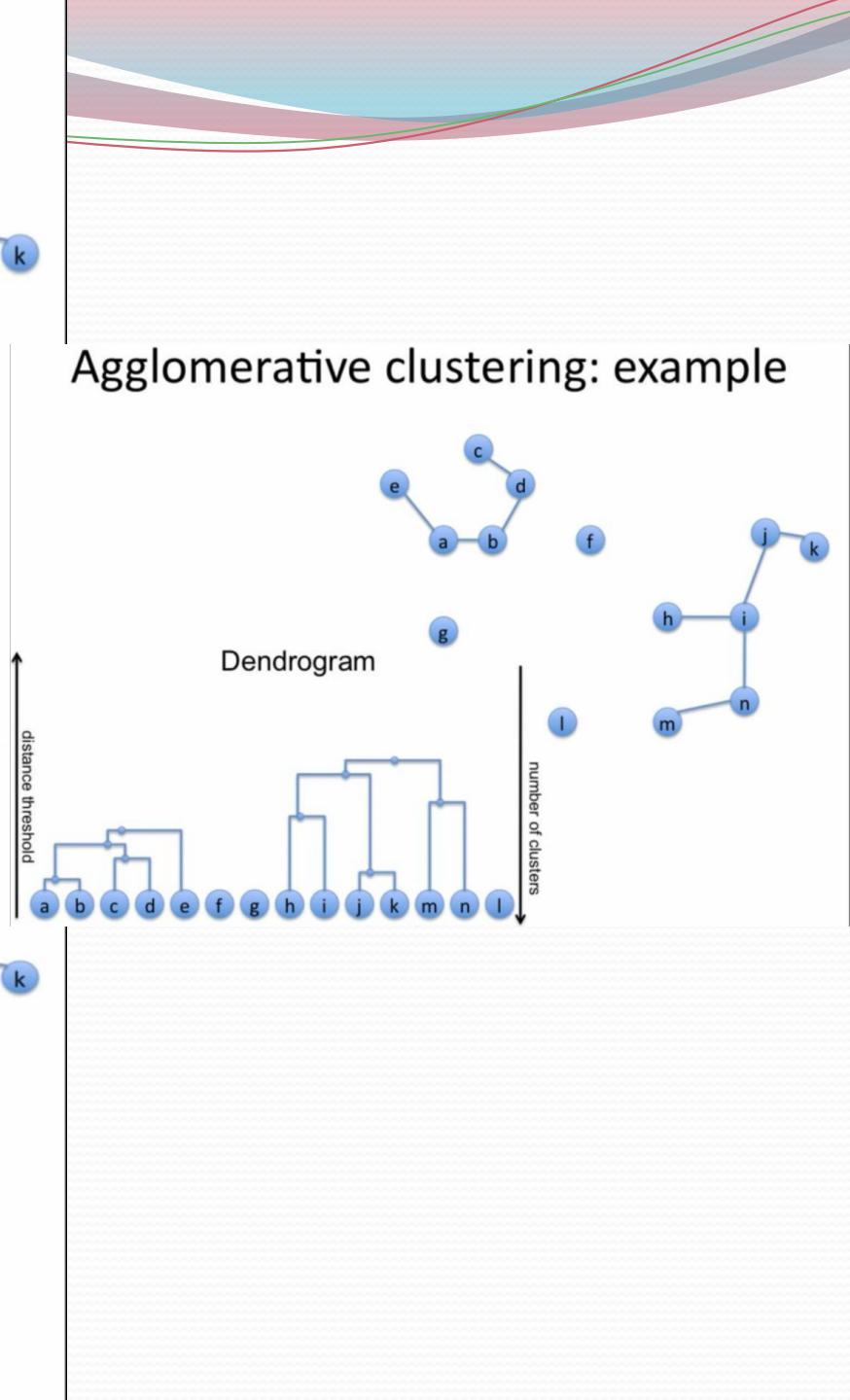


Dendrogram

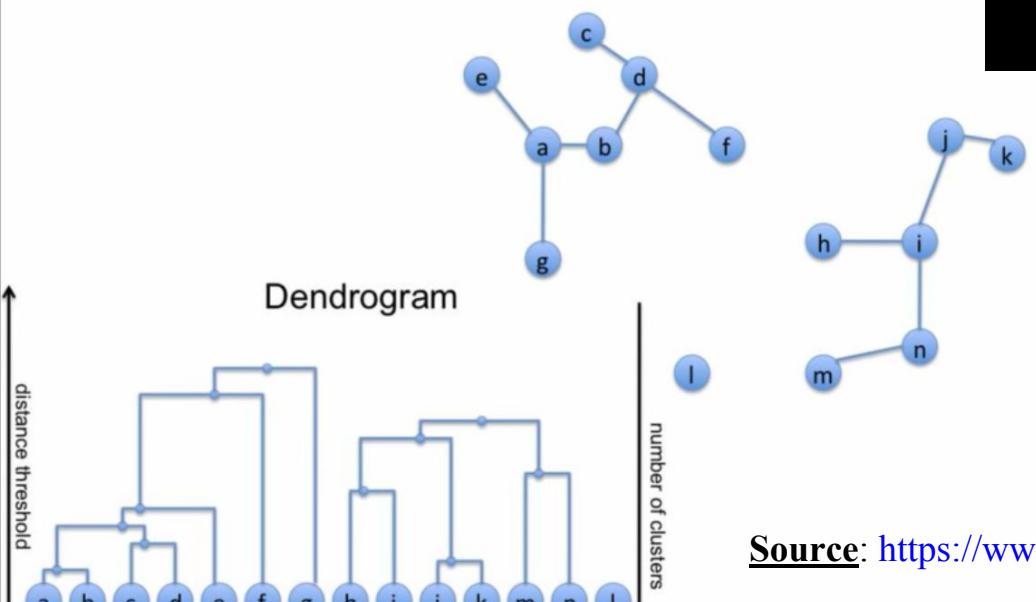
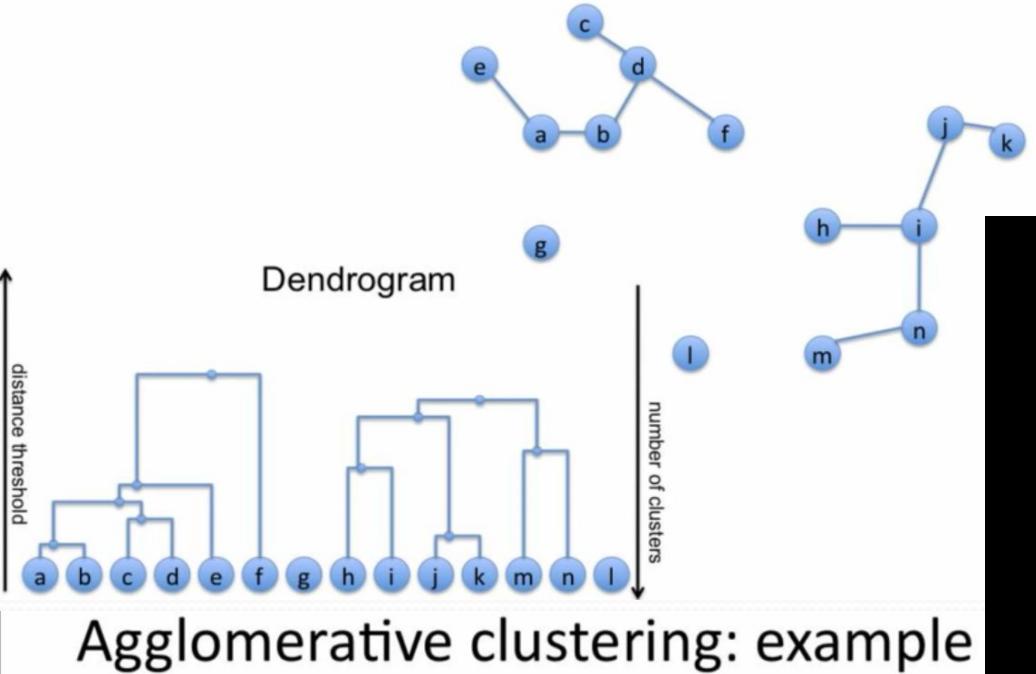
Agglomerative clustering: example



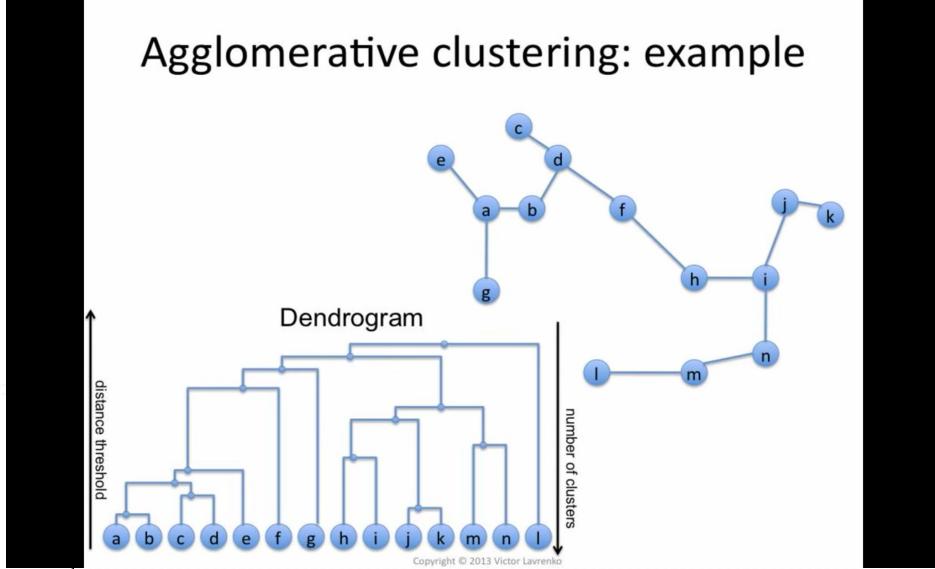
Dendrogram



# Agglomerative clustering: example



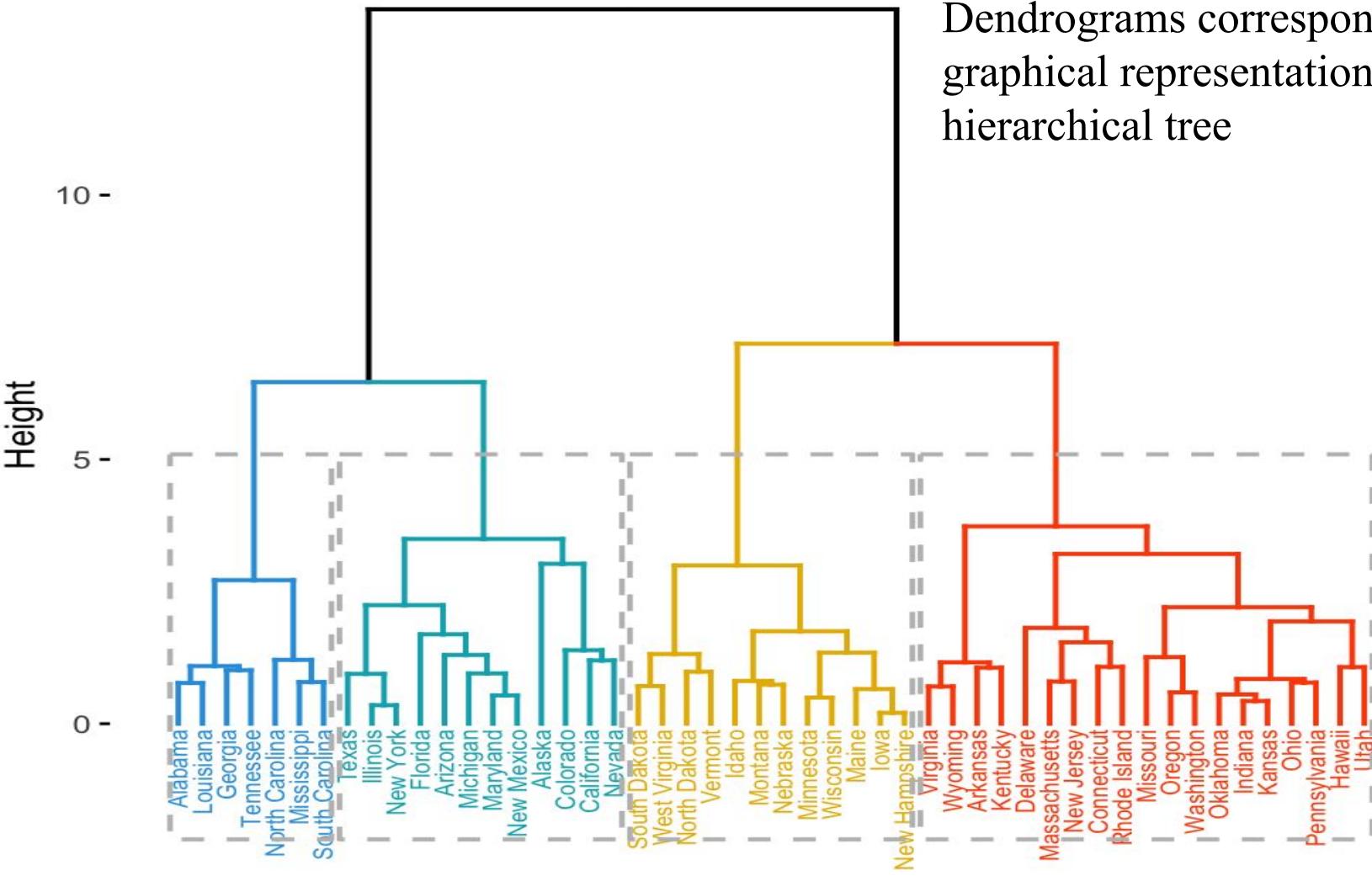
# Agglomerative clustering: example



Source: <https://www.youtube.com/watch?v=XJ3194AmH40>

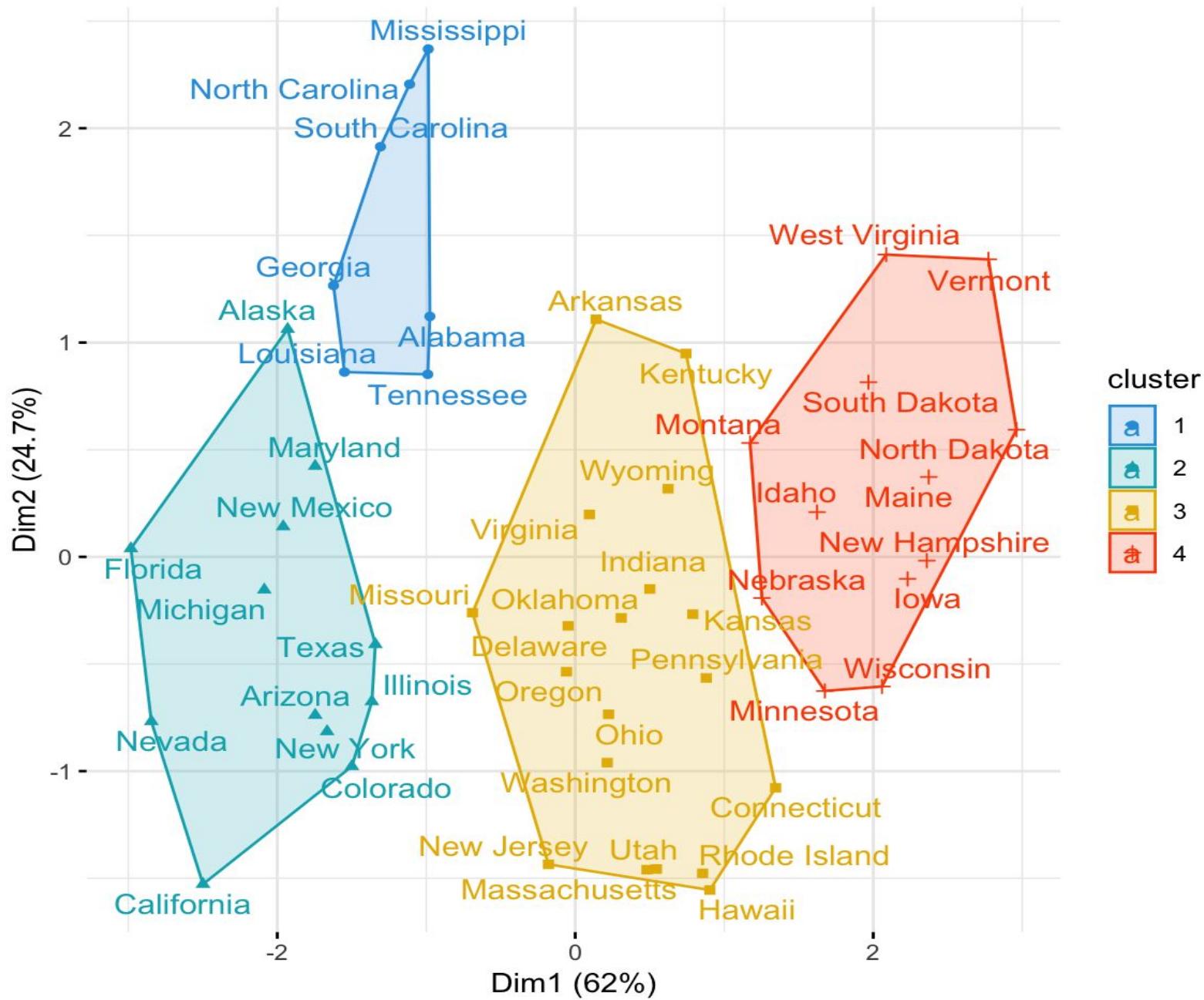
# Dendrogram

## Cluster Dendrogram

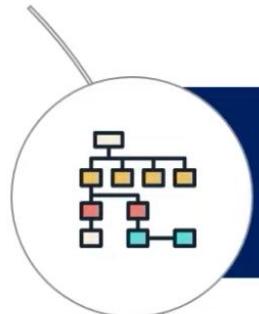


Dendograms correspond to the graphical representation of the hierarchical tree

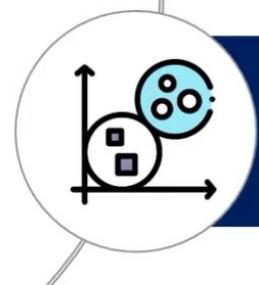
## Cluster plot



# What is Clustering?

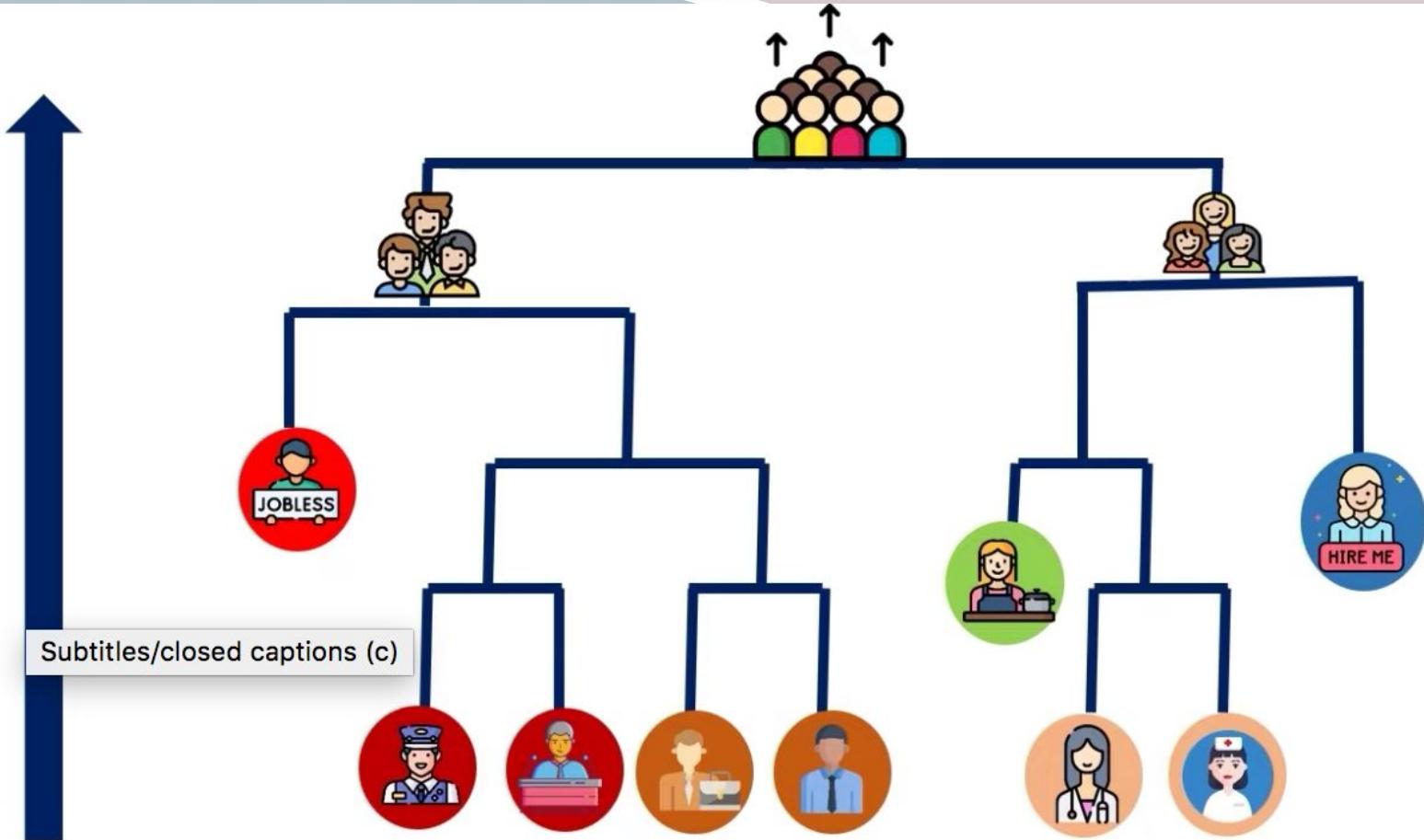


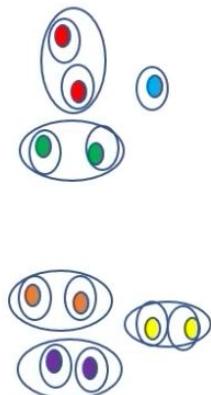
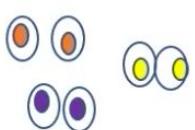
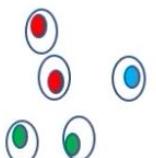
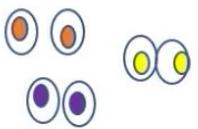
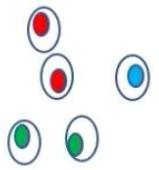
Clustering is an unsupervised Machine Learning technique that forms clusters based on similarity between the data points.



Clustering Algorithms that cluster the data like k-means, DBSCAN, Mean-Shift Clustering, Hierarchical Clustering

A  
G  
G  
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E

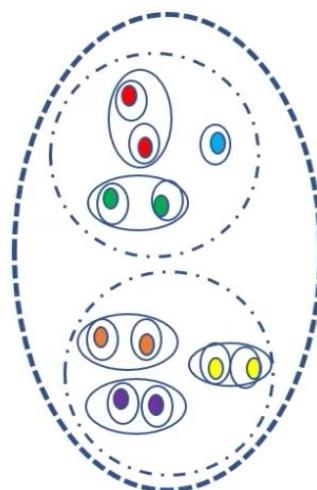
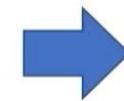
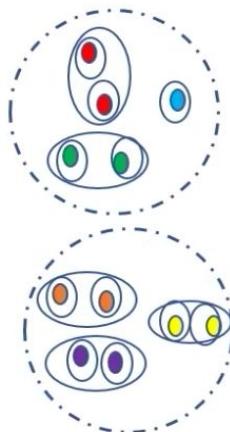
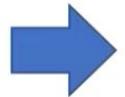
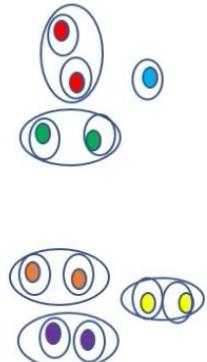
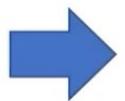
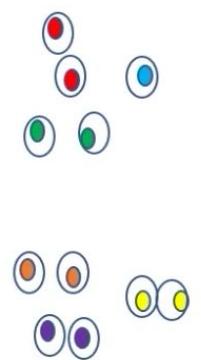
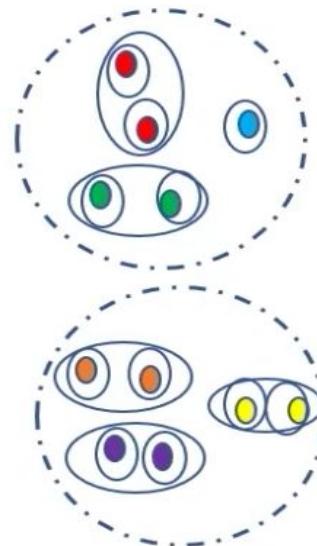
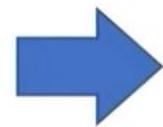
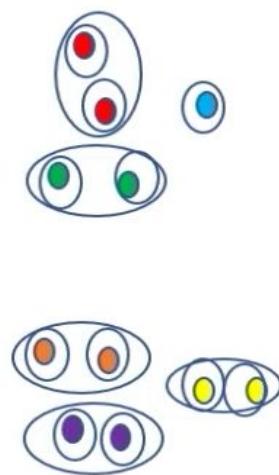
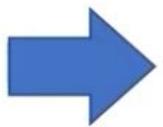
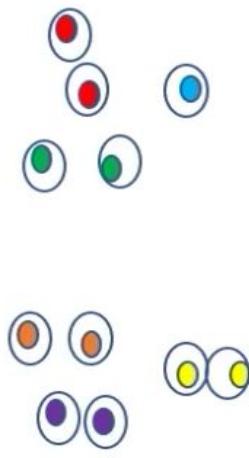




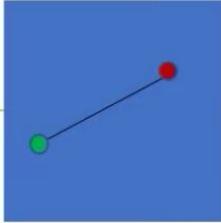
Each observation is treated as a separate cluster.



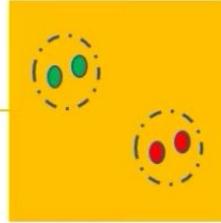
Two Clusters that are closest are identified, and merged.



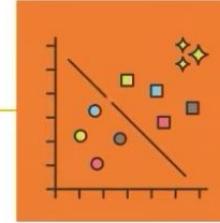
# How To Decide The Group Of Clusters?



Based on the similarity, single linkage, complete linkage.



Similarity is obtained by calculating distance between clusters.



Distance metrics like Euclidian , Manhattan, Correlation distance

# Applications of Hierarchical Clustering

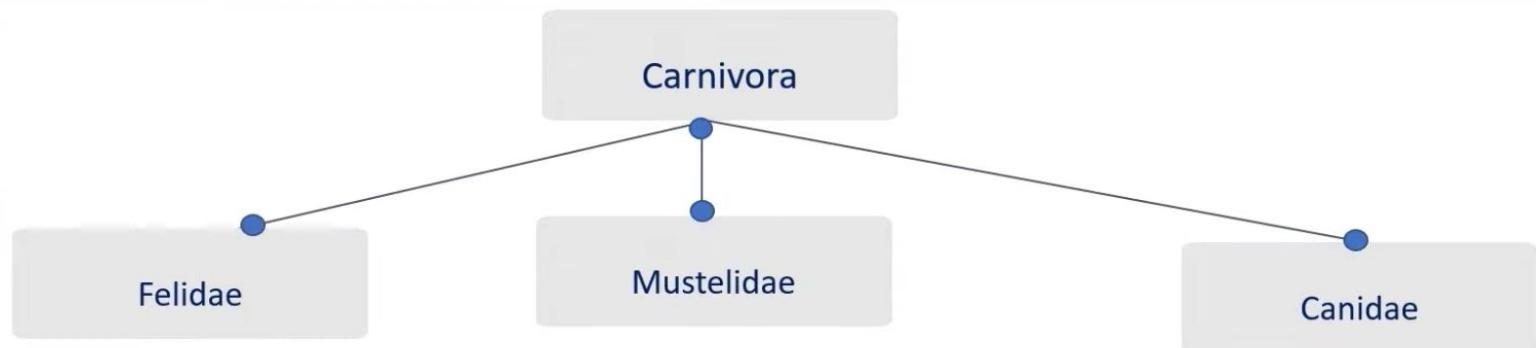
ORDER

Carnivora

# Applications of Hierarchical Clustering

ORDER

FAMILY



P4

0.37

0.15

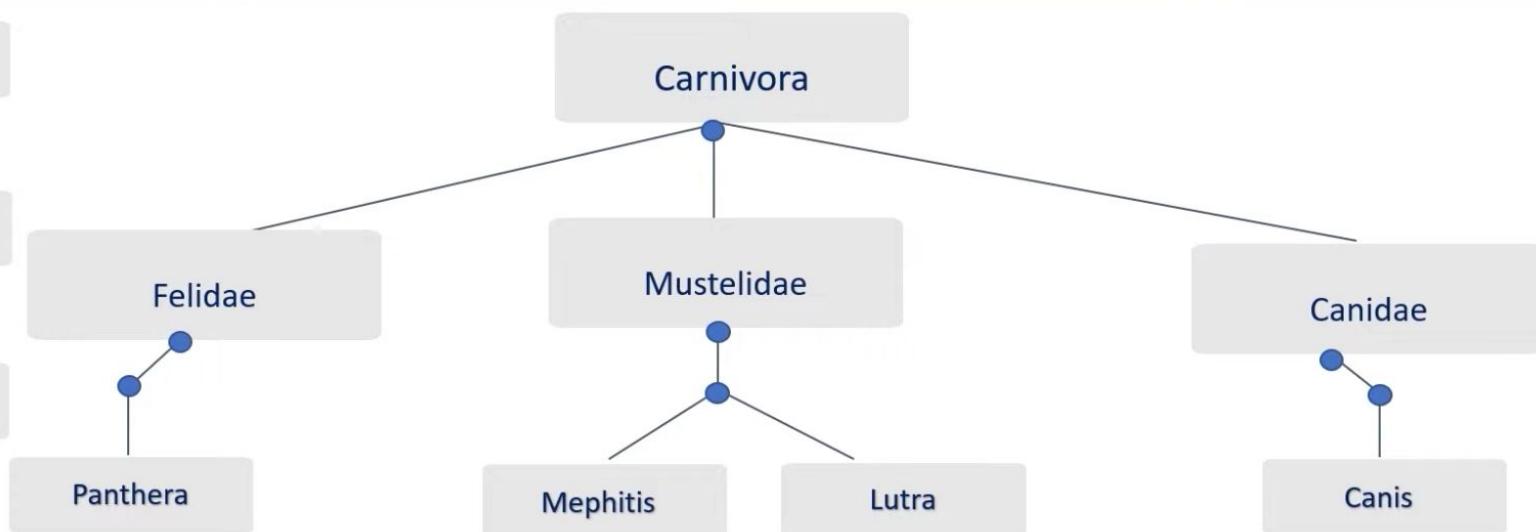
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# Applications of Hierarchical Clustering

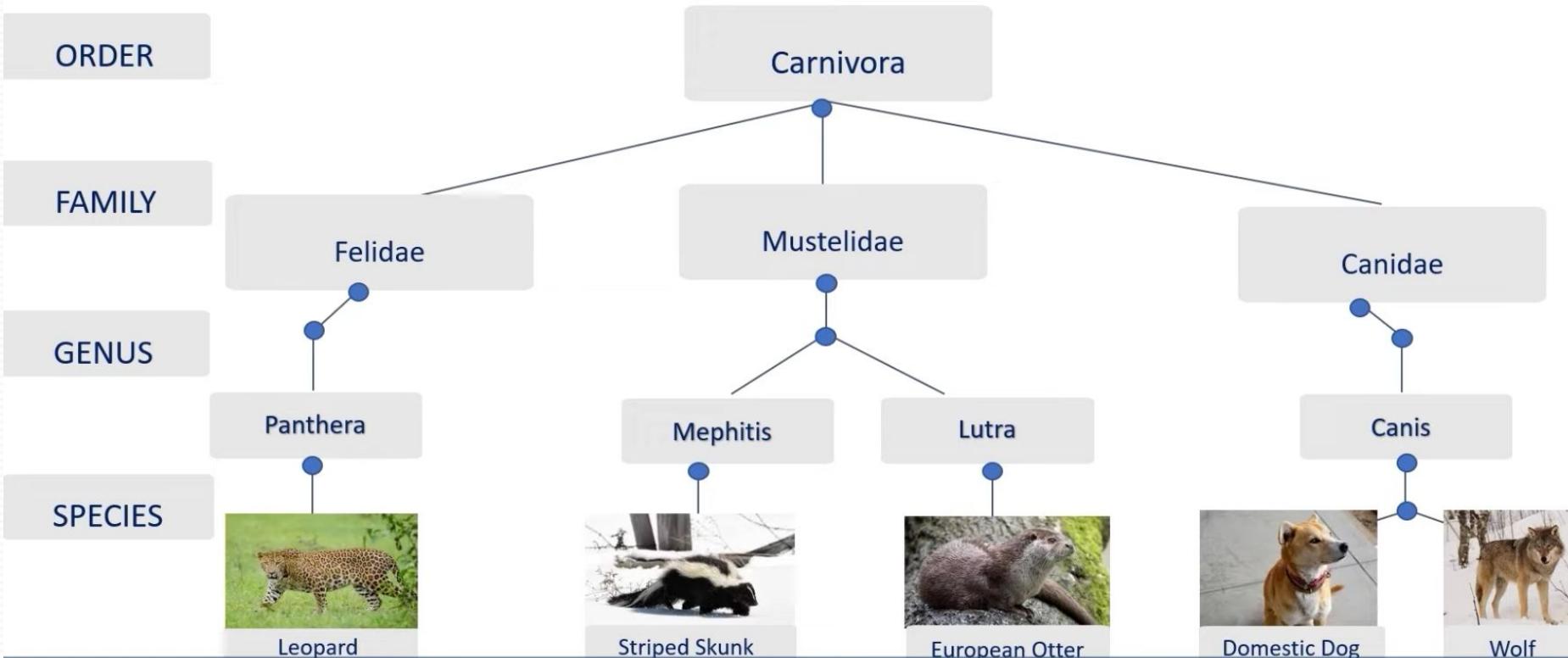
ORDER

FAMILY

GENUS



# Applications of Hierarchical Clustering



# Applications of Hierarchical Clustering

Segmenting the customers



Evolution through Phylogenetic trees



Why and How



Better Decisions



Finding Pattern

Species Relation

Tracking viral Outbreaks

Clustering Crimes sites in the city

# Advantages of Hierarchical Clustering

Easy to implement and understand



No prior information is required about the number of clusters.

Deterministic, more predictable.

Outliers can be detected  
With the help of dendrogram

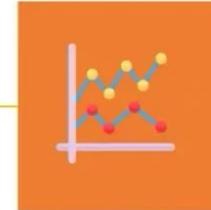
# Disadvantages of Hierarchical Clustering



It is not suitable for large datasets.



Difficulty in handling different sized clusters



It is sensitive to outliers and noise in the dataset