



TELE TECH

Customer Info

Customer Geo

Internet Services

Churned Customers

Correlations

Calls Summary

Agent

Company Revenue

Company Loss



Hello!  
Happy To See You Again.



6861  
# Customers

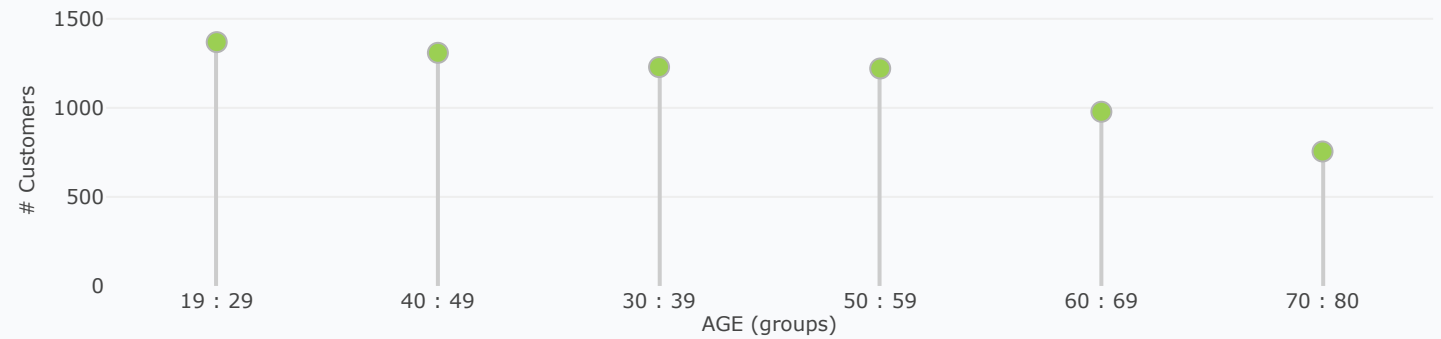


4591  
# Stayed Customer

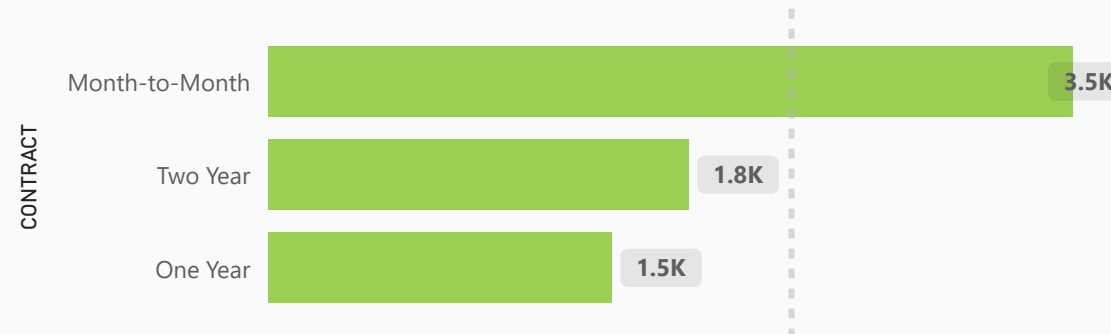
440  
# Joined Customer

1830  
# Churned Customer

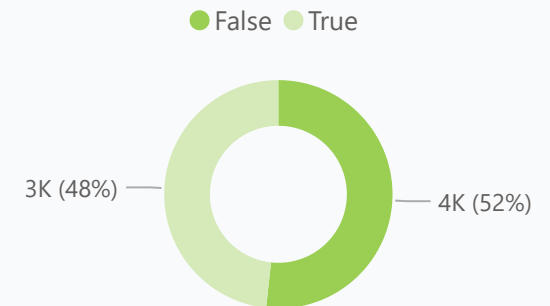
# Customers Per AGE (groups)



# Customers Per CONTRACT



# Customers Martial Status





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6861

# Customers

4

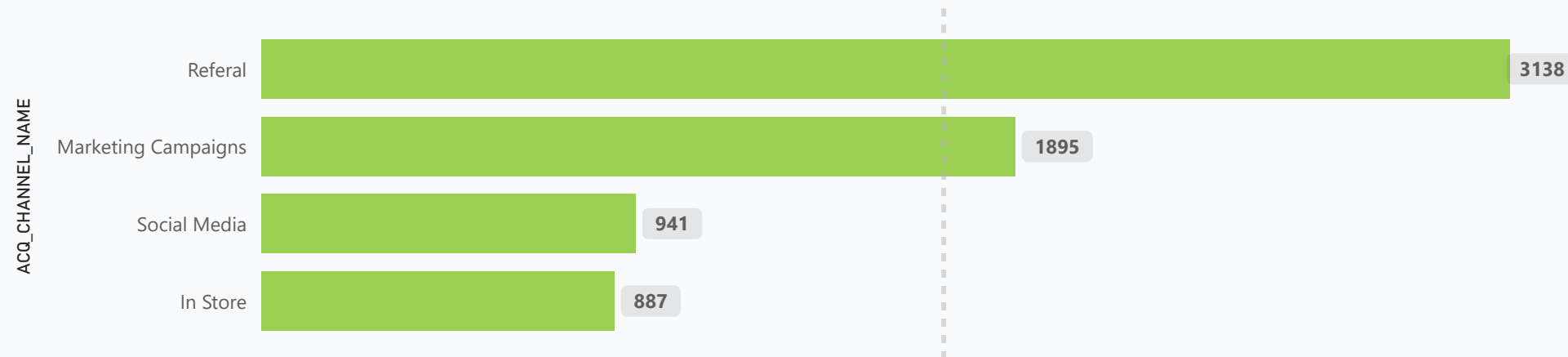
# Acquisition Channel

4

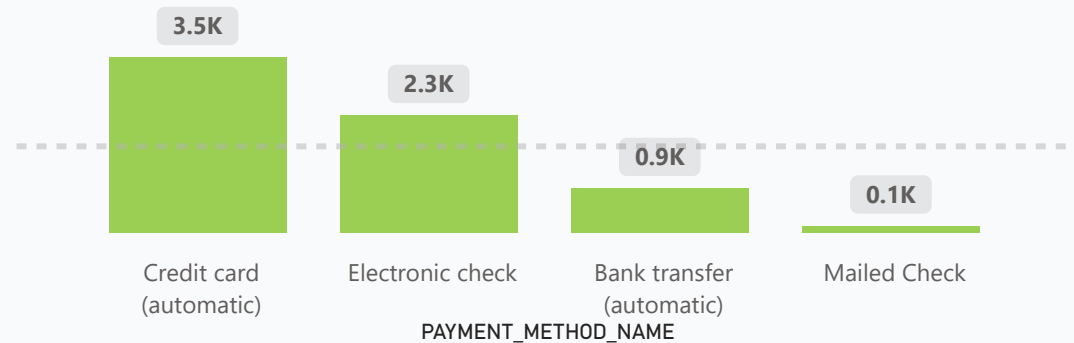
# Payment Methods



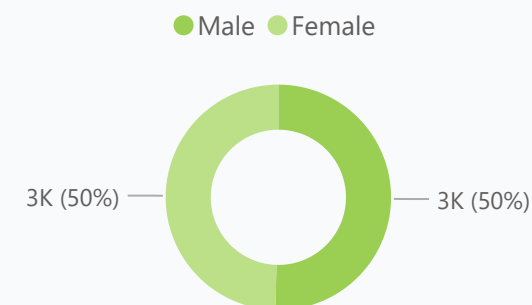
### # Customers by ACQ\_CHANNEL



### # Customers Per PAYMENT\_METHOD



### # Customers Per GENDER





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1

# Country

1

# State

1106

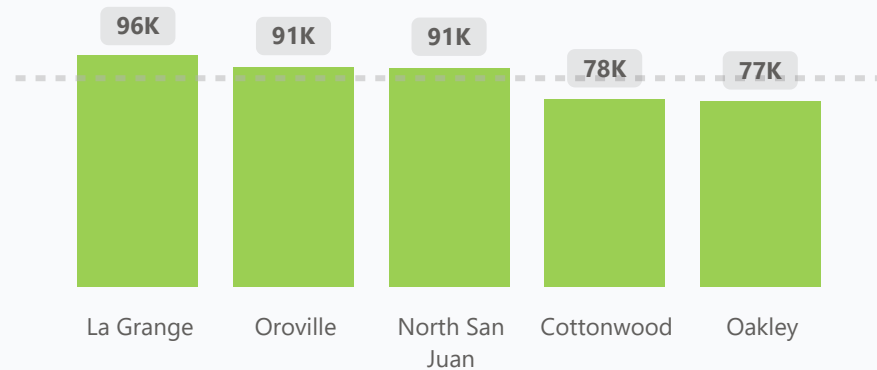
# City



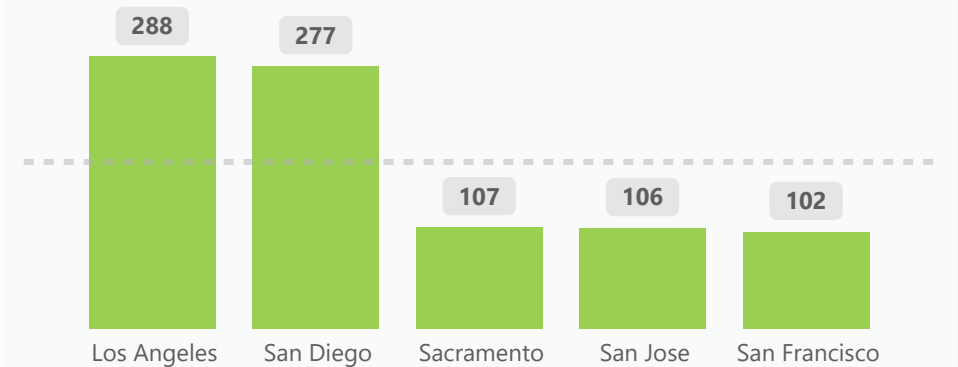
### # Customers Per CITY



### Average Population Size Per CITY



### # Customers Per CITY





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2363

Device\_Production S...

2366

Online\_Backup Subs...

2425

Streaming\_Music Su...

1963

Online\_Security Subs...



2667

Streaming\_Movies S...

2639

Streaming\_TV Subscr...

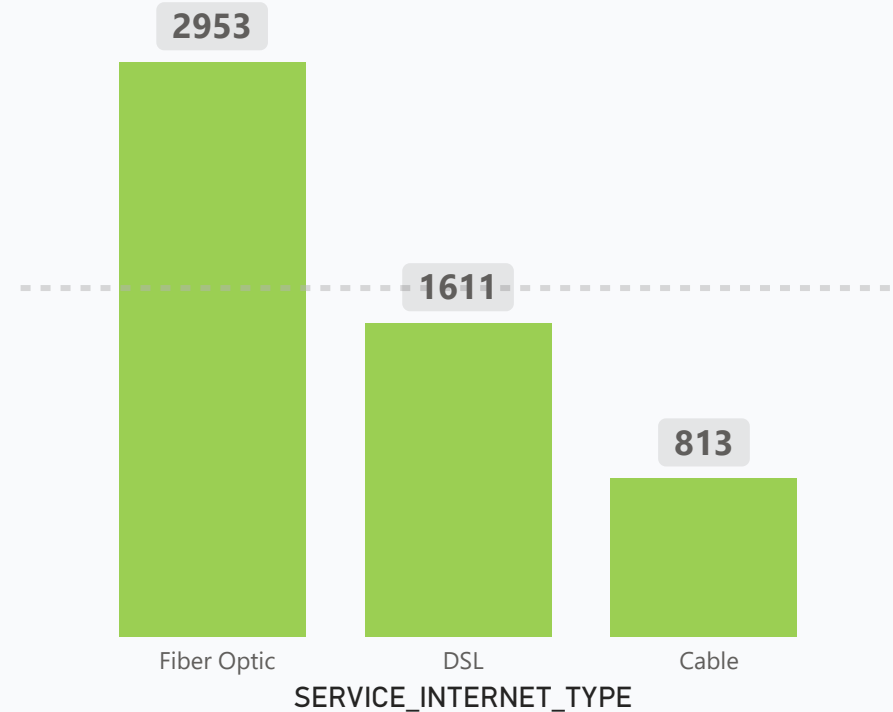
1987

Premium\_take\_supp...

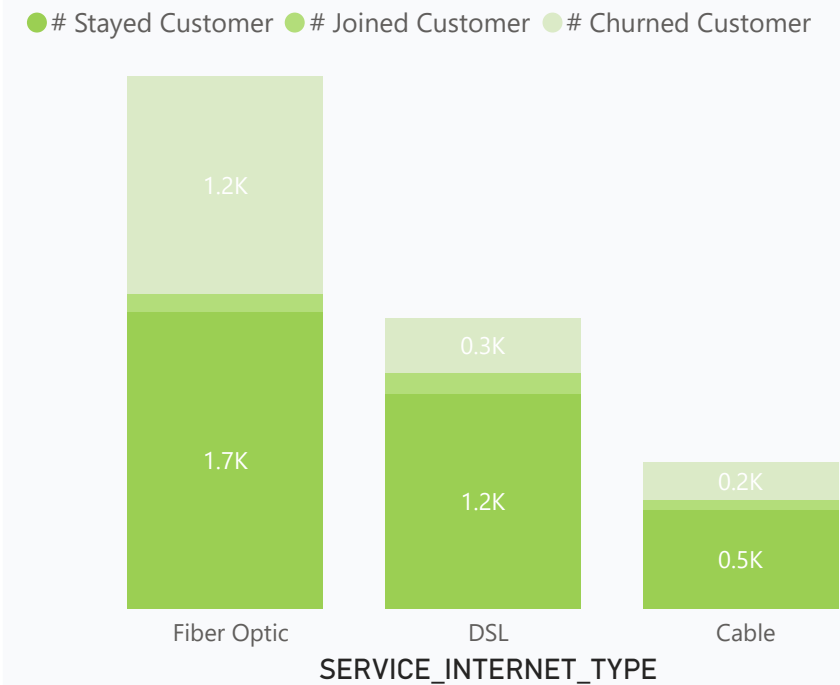
4624

Unlimitted\_data Su...

# Customers by SERVICE\_INTERNET\_TYPE



# Stayed Customer, # Joined Customer and # Churned Customer by SERVICE\_INTERNET\_TYPE





TELE TECH

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1830

# Churned Customer

5

# Churn Reason Cate...

20

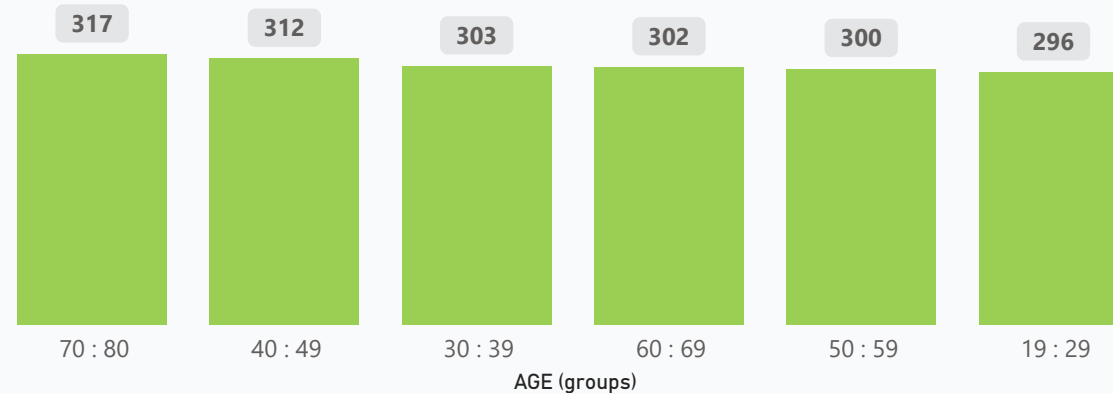
# Churn Reasons

96

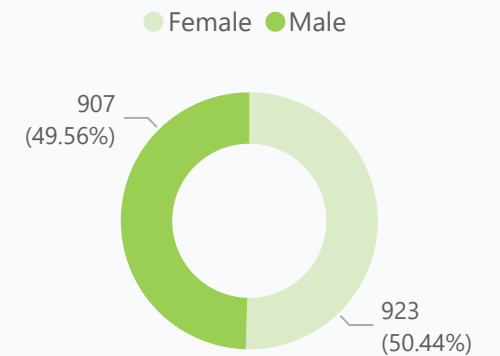
Max Churn Score



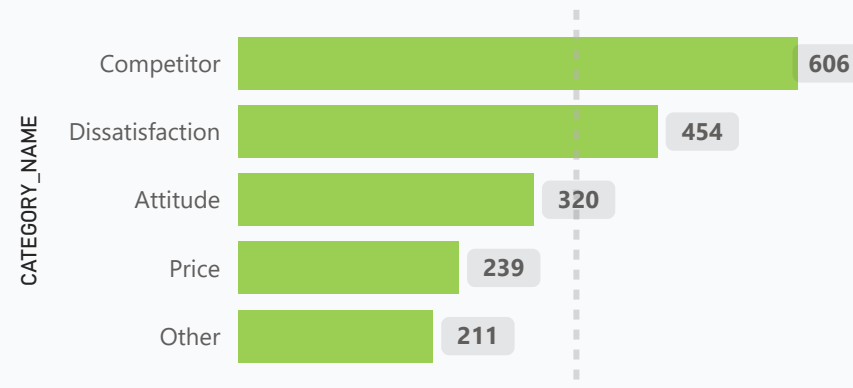
# Churned Customer by AGE (groups)



# Churned Customer by GENDER



# Churned Customer by CATEGORY



# Churned Customer by REASON





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58.60

Avg Churn Score

4,399.98

Average CLTV

2003

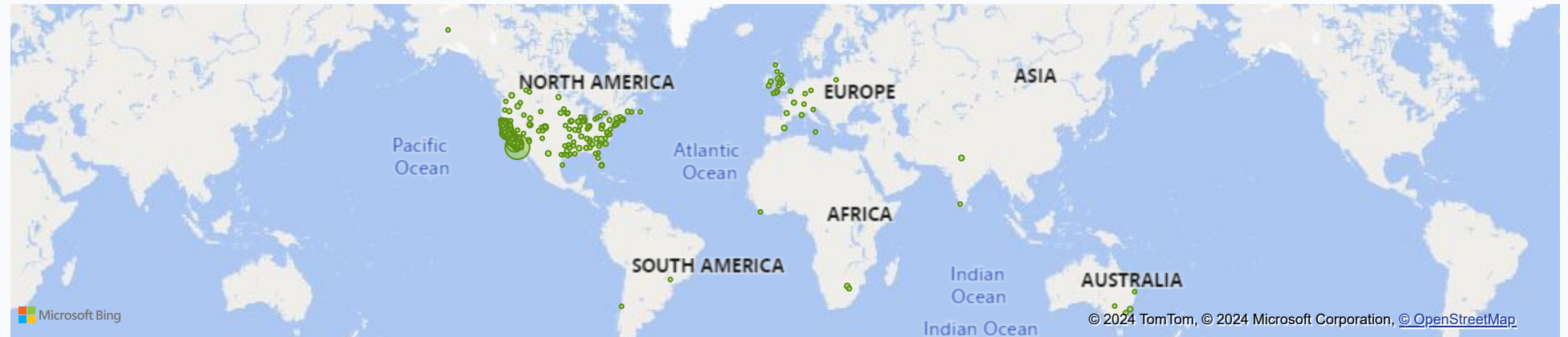
Min CLTV

6500

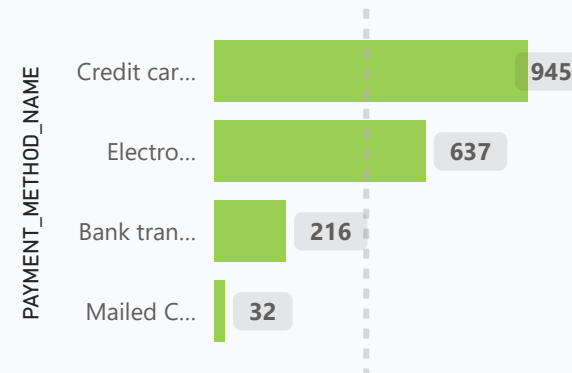
Max CLTV



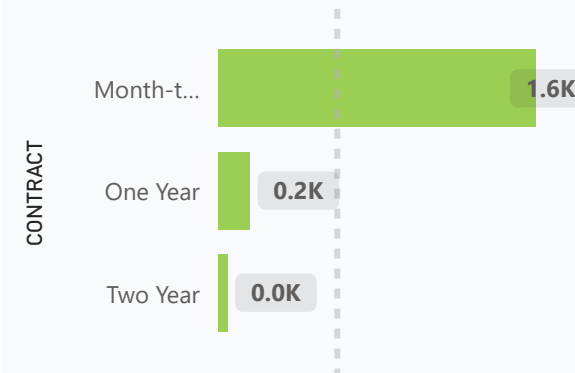
### # Churned Customer by CITY



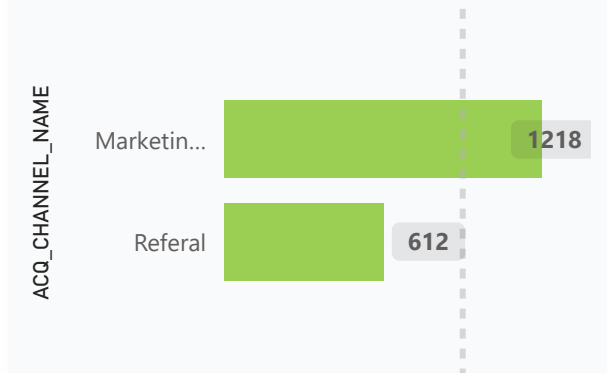
### # Churned Customer by PAYMENT\_METHOD



### # Churned Customer by CONTRACT



### # Churned Customer by ACQ\_CHANNEL





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REASON\_DESCRIPTION

# Churned Customer

Competitor offered higher download speeds	187
Attitude of support person	186
Competitor offered more data	157
Don't know	152
Competitor made better offer	139
Attitude of service provider	134
Competitor had better devices	123
Product dissatisfaction	102
Network reliability	101
Price too high	97
Lack of self-service on Website	87
Service dissatisfaction	86
<b>Total</b>	<b>1830</b>



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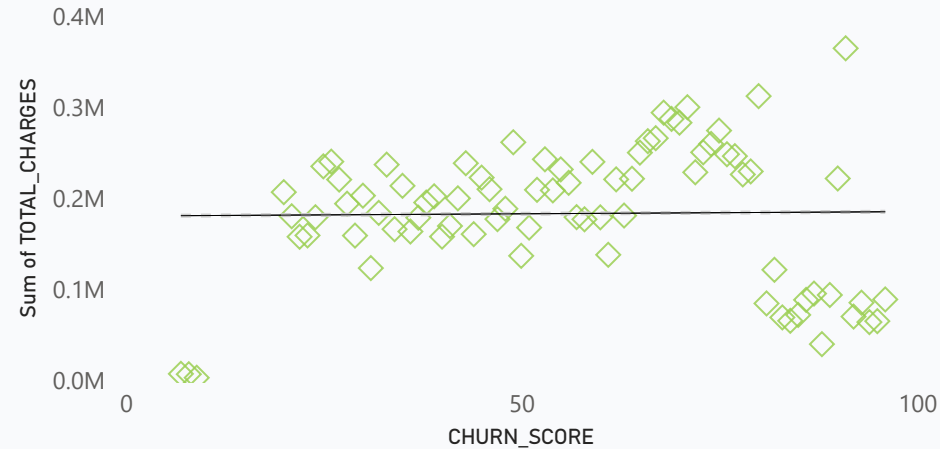
Agent

Company Revenue

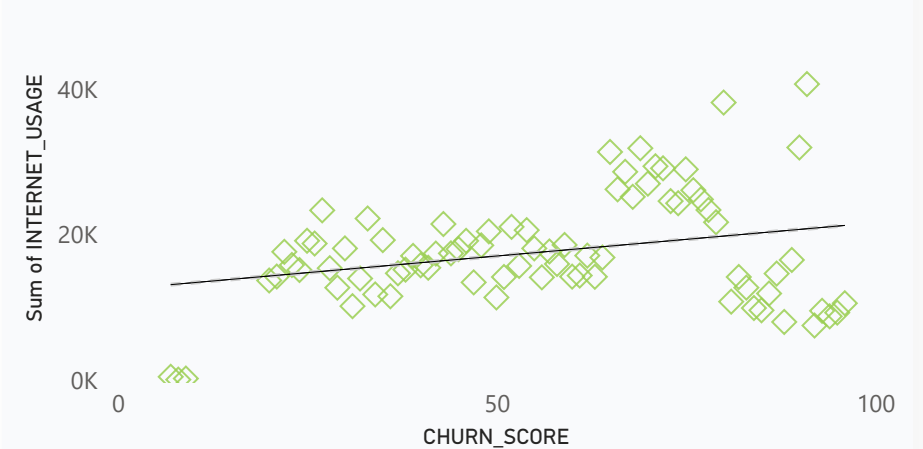
Company Loss



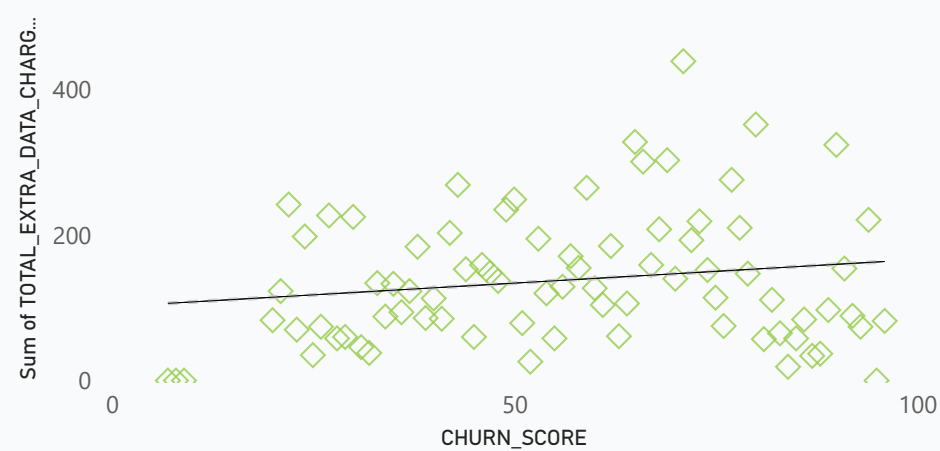
Sum of TOTAL\_CHARGES by CHURN\_SCORE



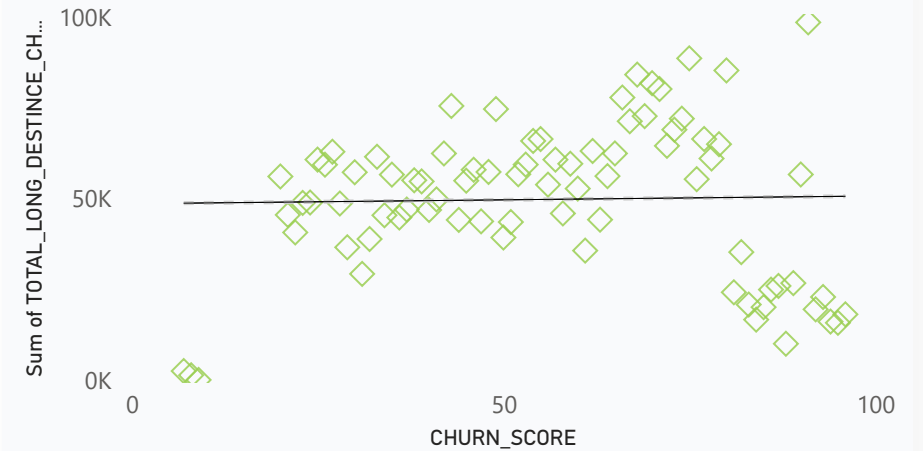
Sum of INTERNET\_USAGE by CHURN\_SCORE



Sum of TOTAL\_EXTRA\_DATA\_CHARGES by CHURN\_SCORE



Sum of TOTAL\_LONG\_DESTINCE\_CHARGES by CHURN\_SCORE







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5000  
# Calls

4054  
# Calls Answerd

946  
# Blocked Calls

3646  
# Calls Resolved

0.73  
Calls Success Rate

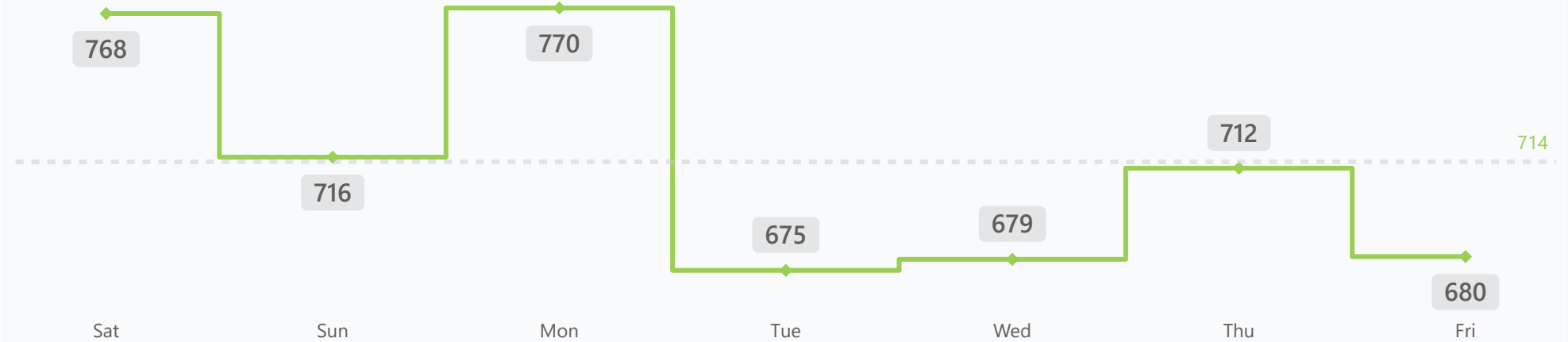


# Calls by Day Name

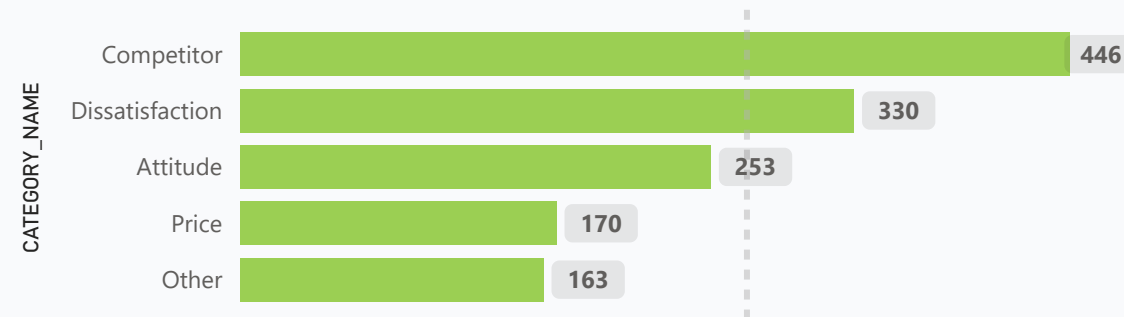
Month

Week

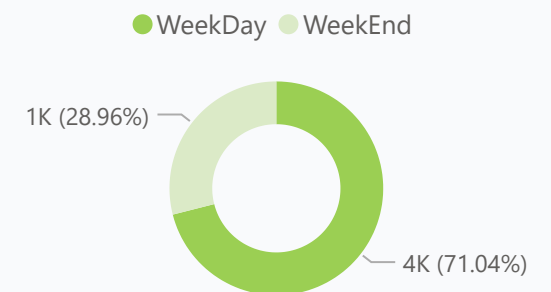
Day



# Calls by CATEGORY\_NAME



# Calls by WeekDay VS WeekEnd





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# Agents

2.76

Avg Satisfaction Rate

54.75

Average Speed of An...

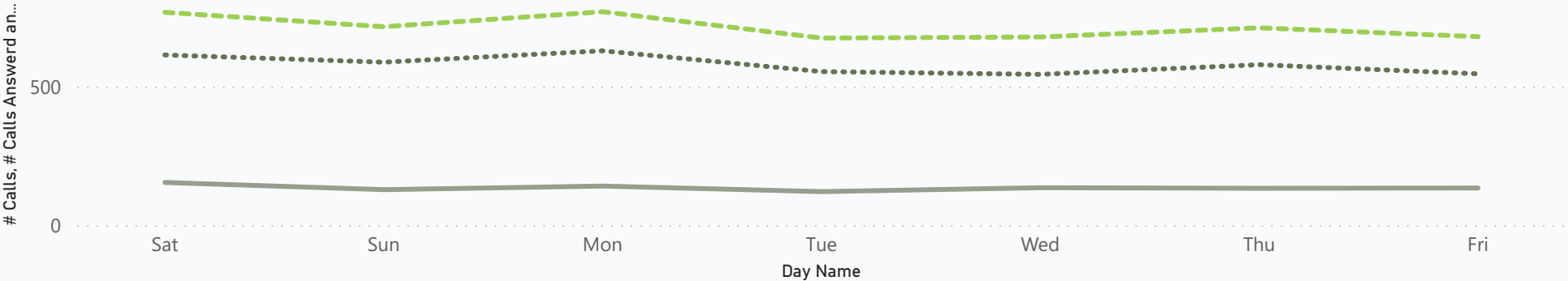
3.03

AHT



# Calls, # Calls Answerd and # Blocked Calls by Day Name

# Calls # Calls Answerd # Blocked Calls



No Of Calls Resolved by Agent



NAME	# Calls	# Calls Answerd	# Calls Resolved	# Calls Failed	AHT	Satisfaction Rate
Dan	633	523	471	162	3.19	2.85
Martha	638	514	461	177	3.01	2.80
Stewart	582	477	424	158	3.07	2.79
Becky	631	517	462	169	2.99	2.76
Greg	624	502	455	169	3.02	2.74
Jim	666	536	485	181	3.06	2.73
Joe	593	484	436	157	3.06	2.72
Total	5000	4054	3646	1354	3.03	2.76



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**\$14,652,138**

Total Revenue

**\$11,846,052**

Total Revenue Stayed

**\$29,198**

Total Revenue Joined

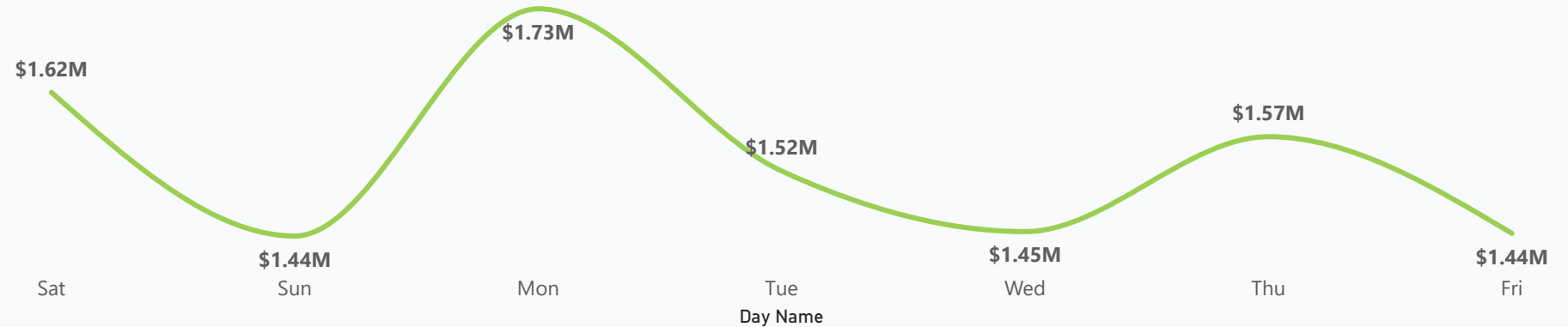


### Total Revenue by Day Name

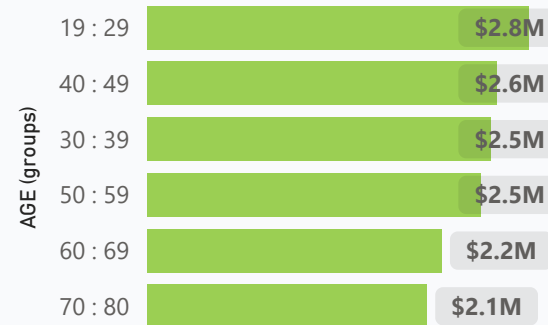
Month

Week

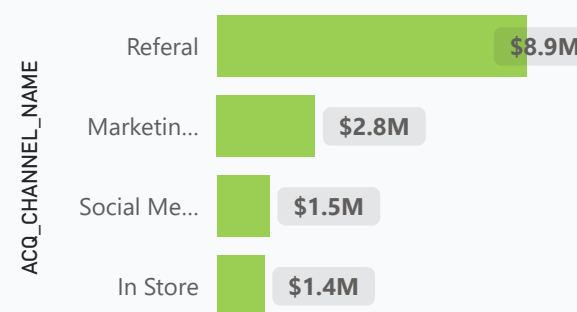
Day



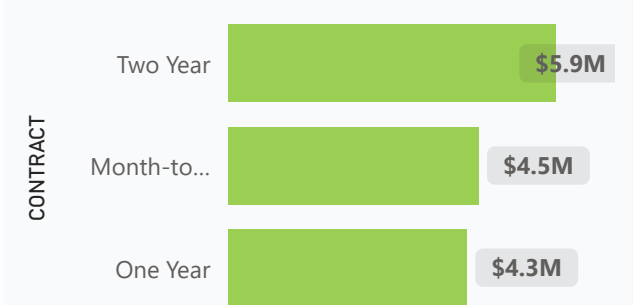
### Total Revenue by AGE (groups)



### Total Revenue by ACQ\_CHANNEL\_NAME



### Total Revenue by CONTRACT





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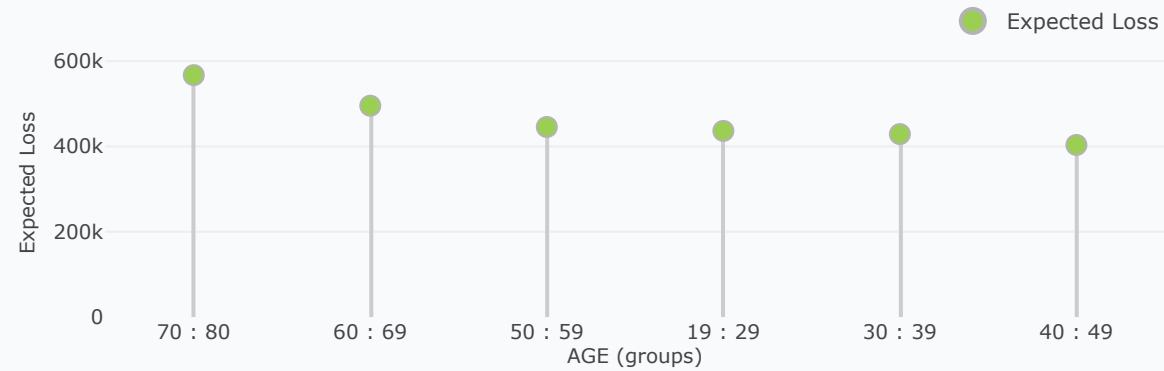
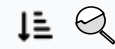
Agent

Company Revenue

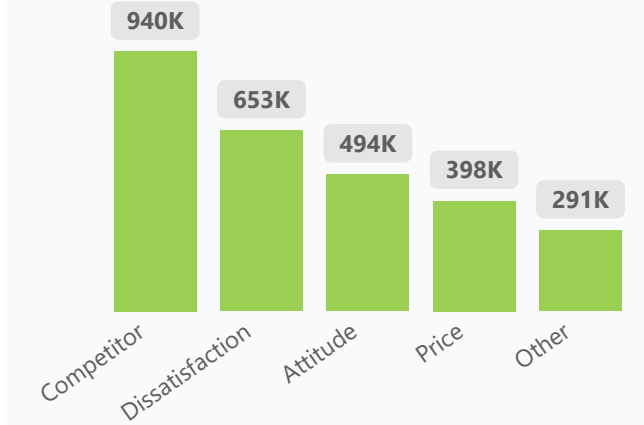
Company Loss



Expected Loss by AGE (groups)



Expected Loss by CATEGORY\_NAME



Expected Loss by CLTV



Expected Loss by CITY

