

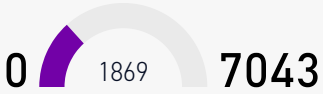
Churn Dashboard

Churn

Customer Risk



Total vs Churn



Churn Rate

26.54

Total Charges

\$3M

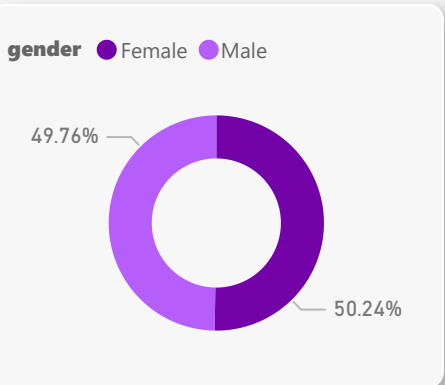
Total Admin Ticket

885

Total Tech Ticket

2173

Demographics



Senior Citizen

25%

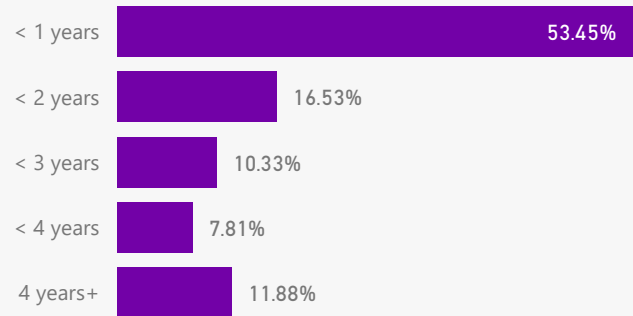
Dependent

17%

Partner

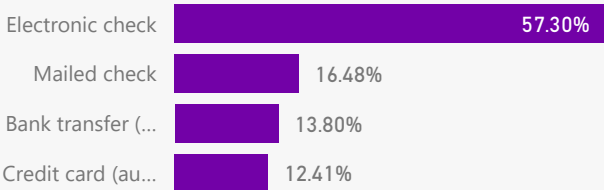
36%

Loyalty Vs Churned

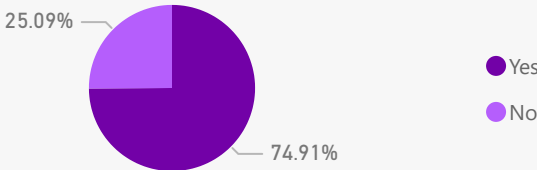


customer account info

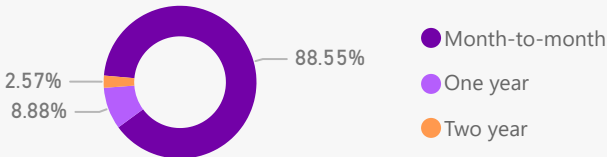
Payment Method



Paperless Billing

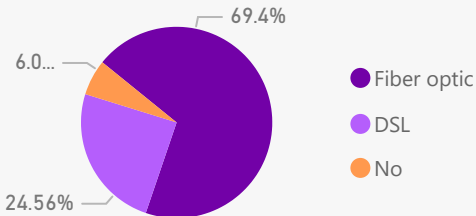


Type of Contact

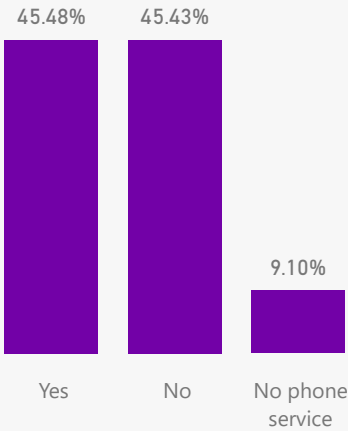


Services customers signed up for

Internet Service



Multiple Lines



Phone Service

91%

Streaming Tv

44%

Streaming Movies

44%

Online Backup

29%

Device Procetion

29%

Tech Support

17%

Online Security

16%

Customer Risk Analysis

Churn

Customer Risk



Risk Category

- ☐ High
- ☐ Low
- ☐ Medium

< 12 months - High
< 48 months - Medium
+ 48 months - Low

Churn

- ☐ No
- ☐ Yes

gender

- ☐ Female
- ☐ Male

tenure

0 72

Contract

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

Total vs Dependent



Total Charges

\$16M

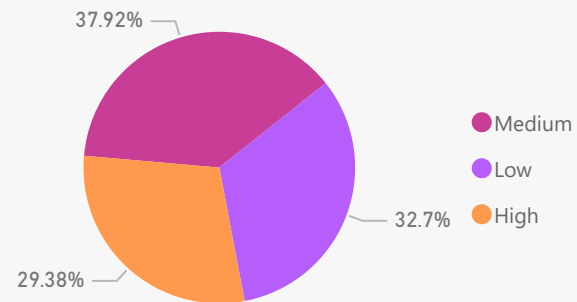
Total Admin Ticket

3632

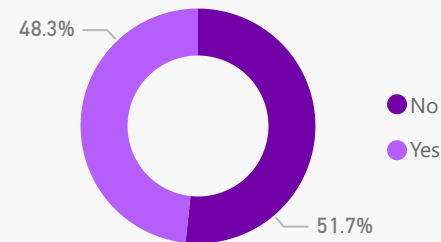
Total Tech Ticket

2955

Risk Category

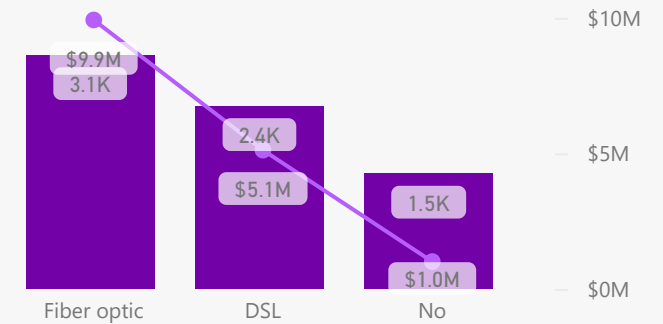


Partner



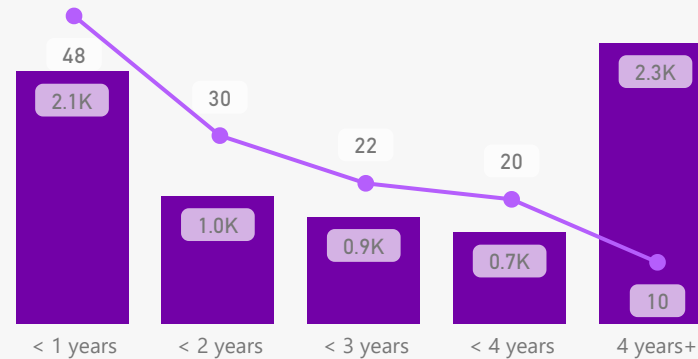
Internet Service Type

Count of customerID Sum of TotalCharges



Years of Contract

Count of customerID Churn Rate



Payment Method

Count of customerID Sum of TotalCharges

