

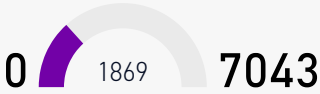
# Churn Dashboard

Churn

Customer Risk



## Total vs Churn



## Churn Rate

26.54

## Total Charges

\$3M

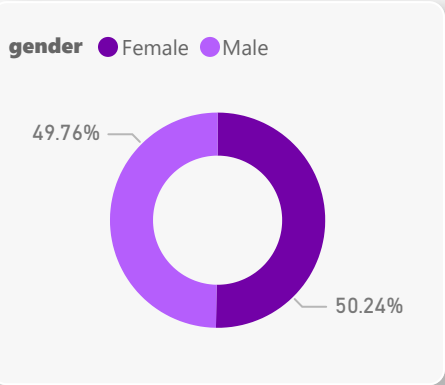
## Total Admin Ticket

885

## Total Tech Ticket

2173

## Demographics



### Senior Citizen

25%

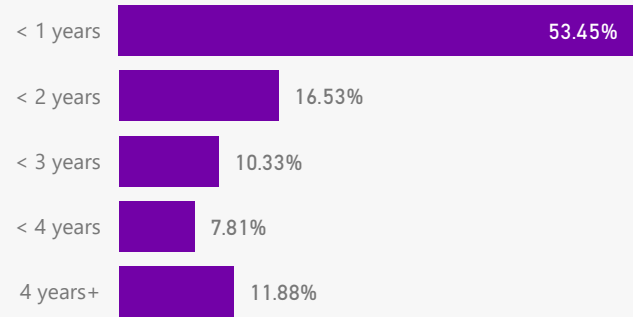
### Dependent

17%

### Partner

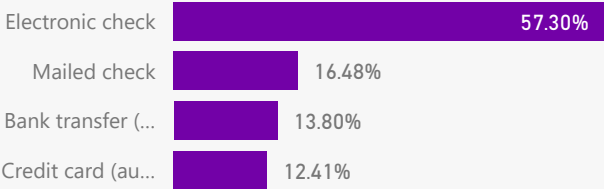
36%

## Loyalty Vs Churned

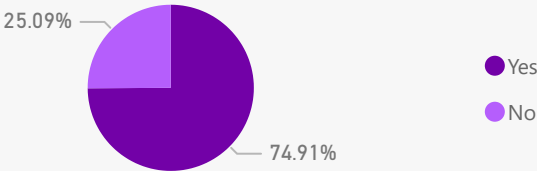


## customer account info

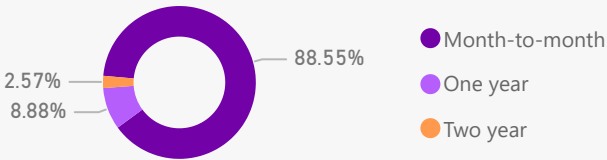
### Payment Method



### Paperless Billing

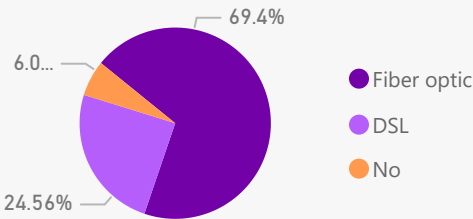


### Type of Contact

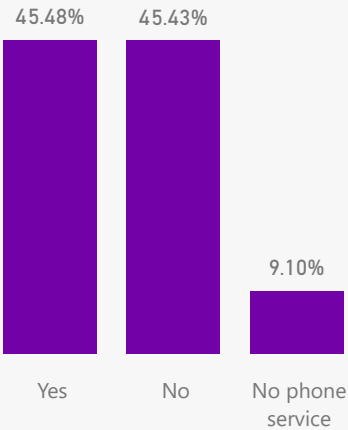


## Services customers signed up for

### 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

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

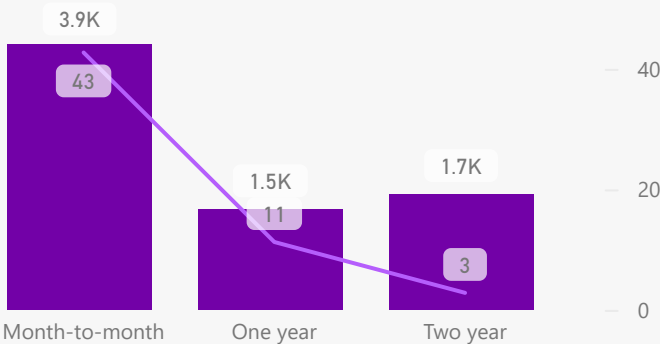
3632

Total Tech Ticket

2955

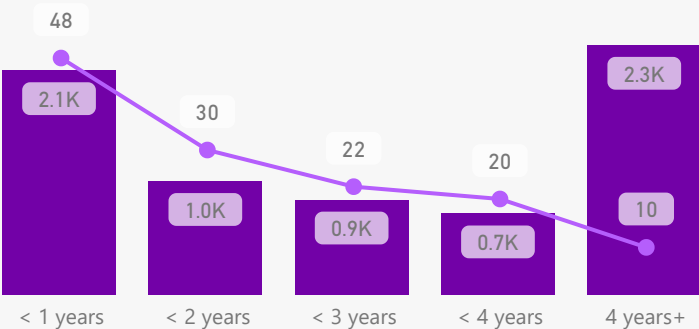
Contact Type

Count of customerID Churn Rate

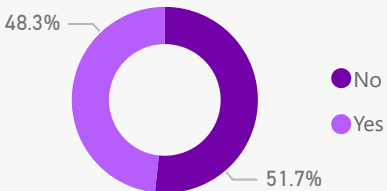


Years of Contract

Count of customerID Churn Rate

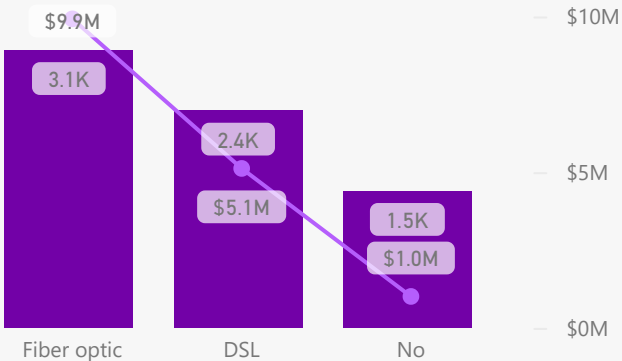


Partner



Internet Service Type

Count of customerID Sum of TotalCharges



Payment Method

Count of customerID Sum of TotalCharges

