

## Lead Score Assignment Subjective Questions And Answers

1. Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

Answer:-

1. Total time spent on websites.
2. Lead generates from google, direct traffic etc.
3. Total visits.

2. What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

Answer:-

1. Lead source with google elements.
2. Lead source with direct traffic.
3. Lead source with olark chat.

3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

Answer:-

1. They spent lots of time on websites so it is good thing to generate lead from them And take phone call.
  2. They are working professionals.
  3. Check their last activity sms sent, email opened, and olark chat conversation.
4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Answer:-

They need to focus on last activity of client's sms, email through which is auto generated. Through phone calls we can contact only hot customers.