

Welcome

Key Performance Indicators

- Increase team support capacity for fibre optic customers and lower tech tickets per customer to 0.5
- Increase sale of 1 and 2 years contracts by 5% each
- Yearly increase of automatic payment by 5%

Churn Dashboard

- Demographics
- Customer Account Information
- Services

Customer Risk Analysis

- Internet Service
- Type of Contract
- Payment method

Churn Dashboard

Customer at Risk

7043

No. of Tech Tickets

2955

No. of Admin Tickets

3632

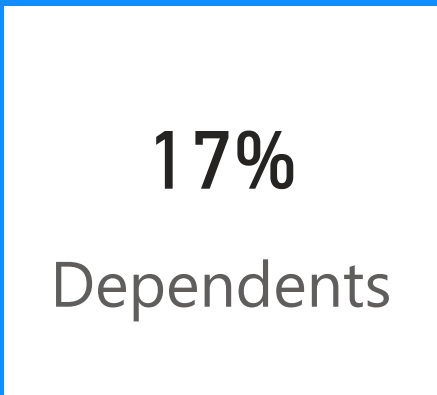
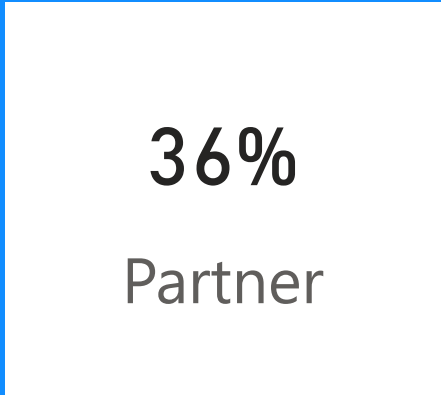
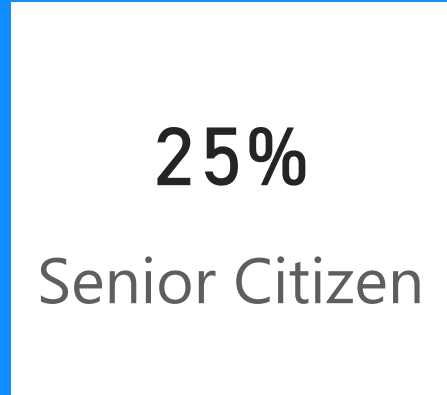
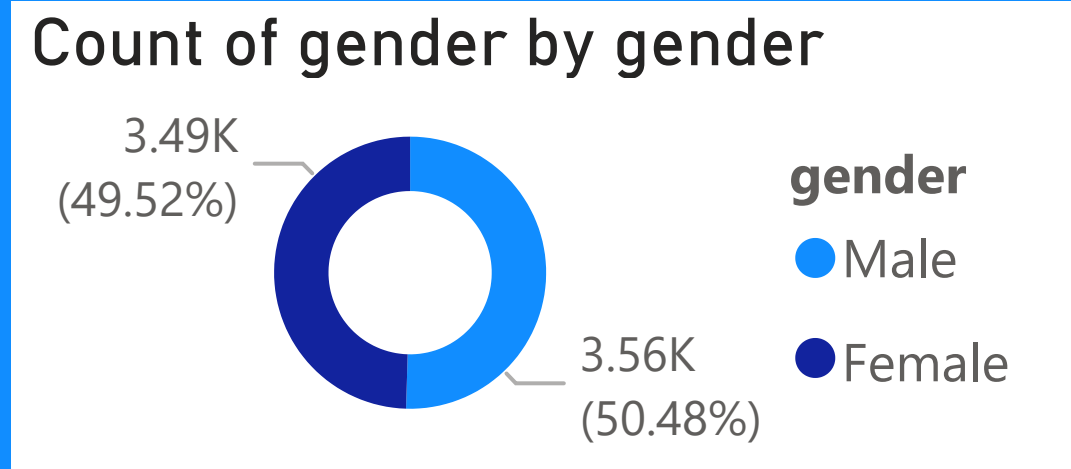
Yearly Charges

16.06M

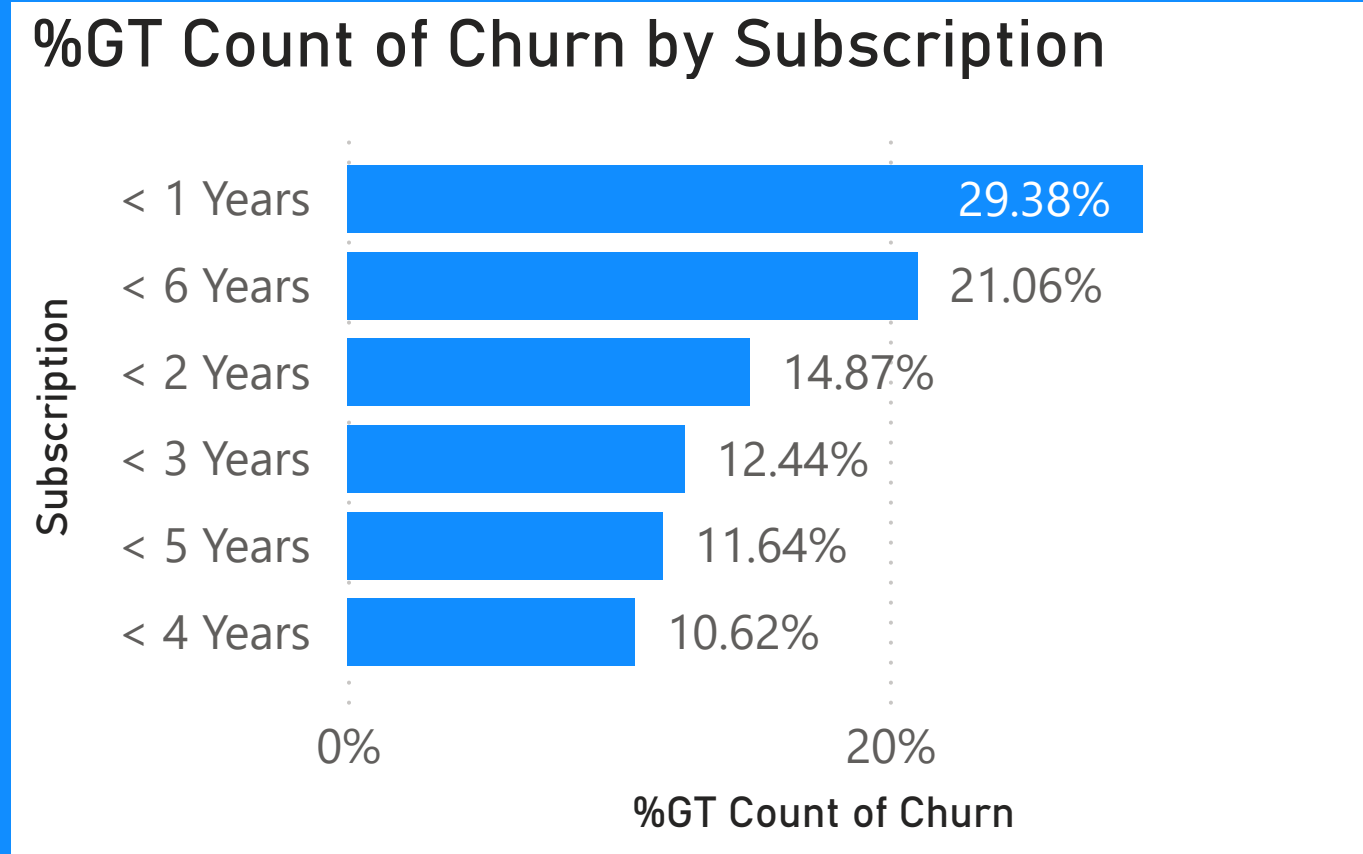
Monthly Charges

456.12K

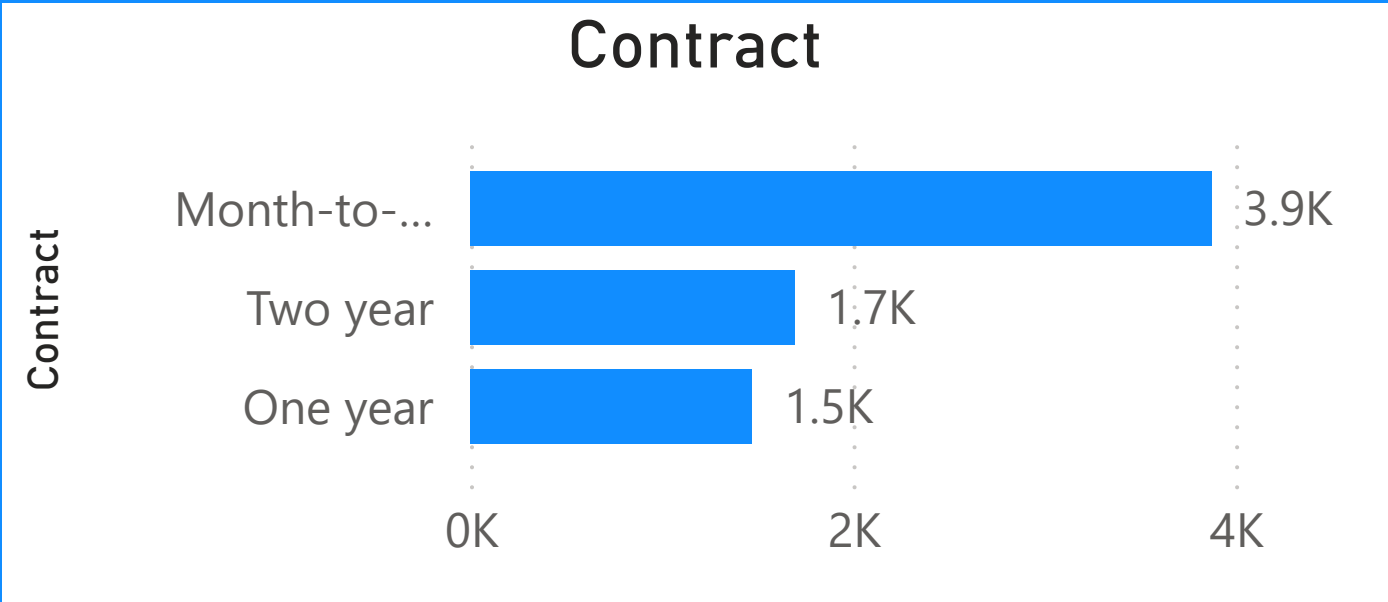
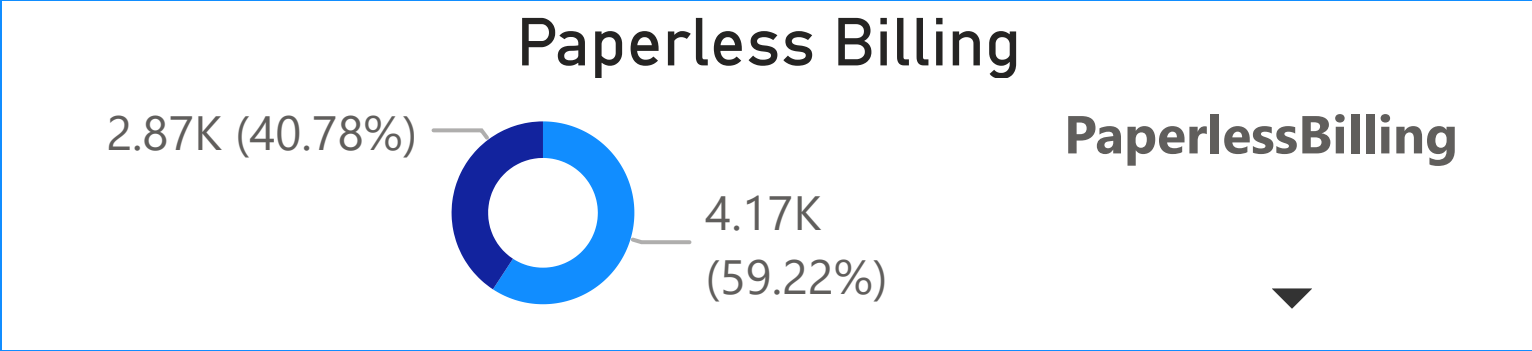
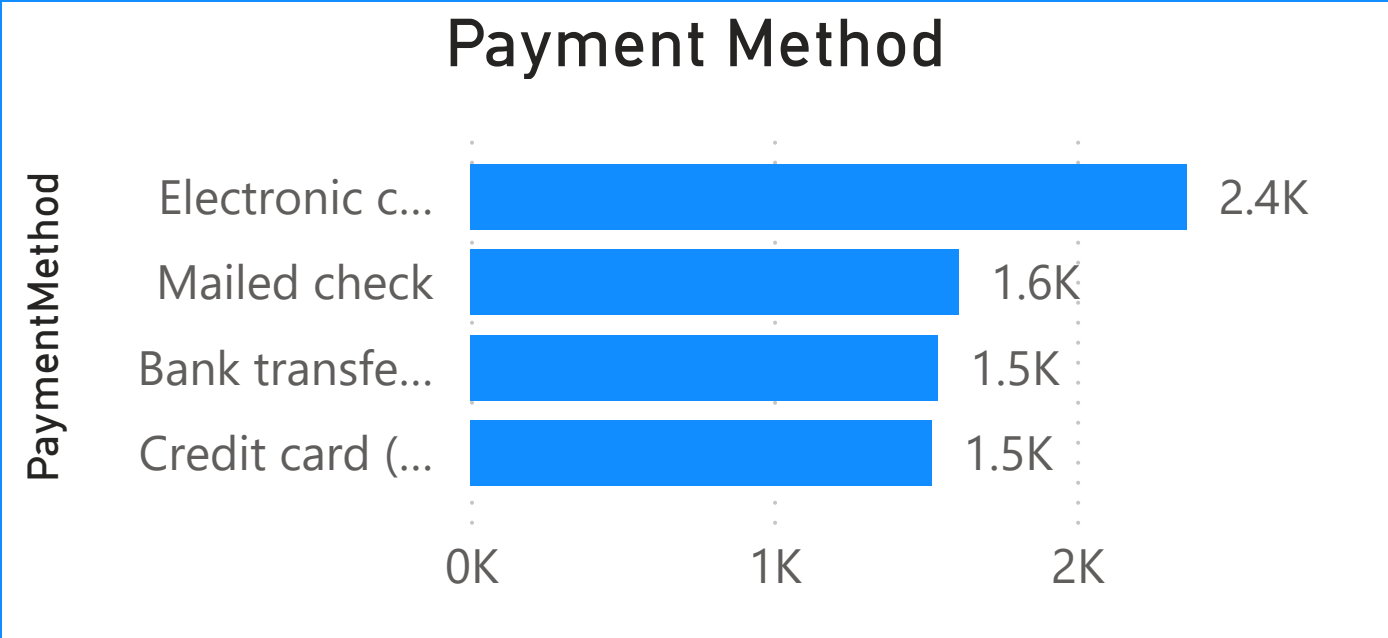
Demographics



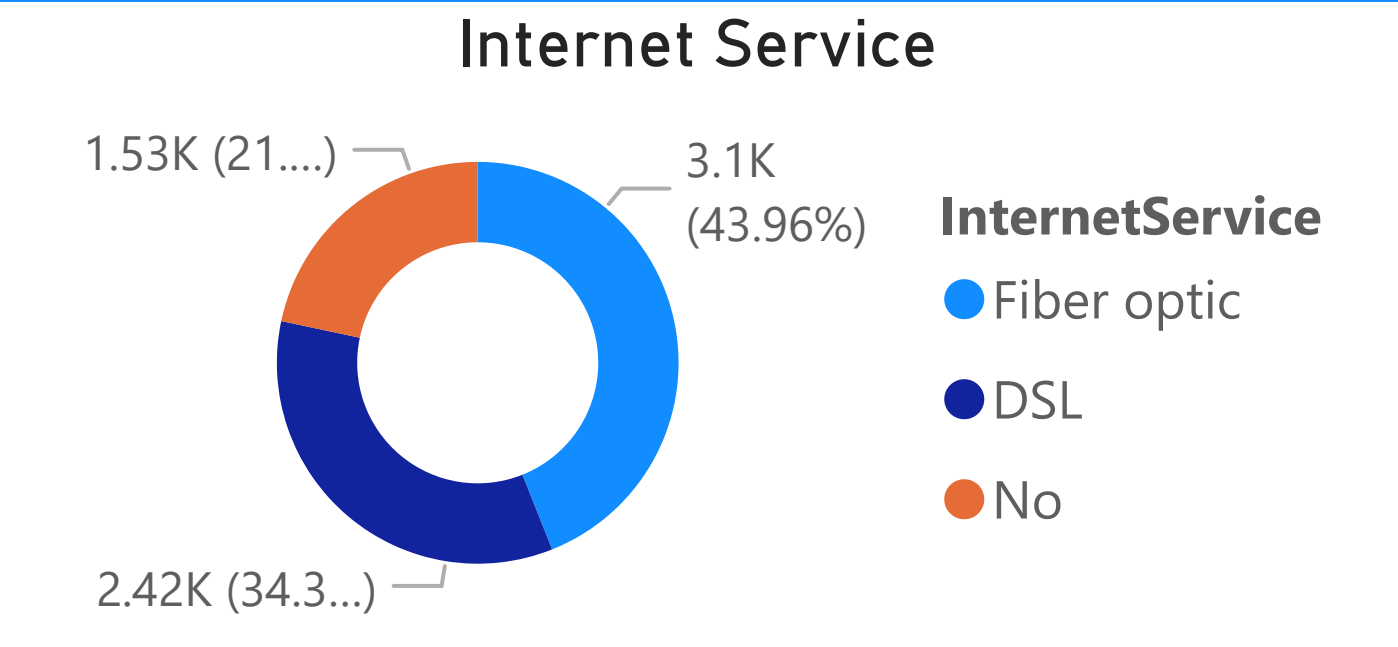
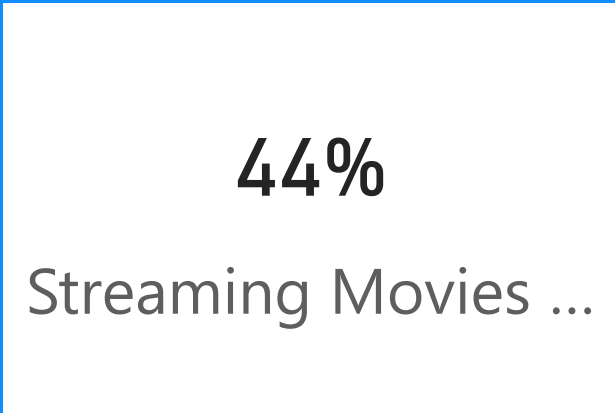
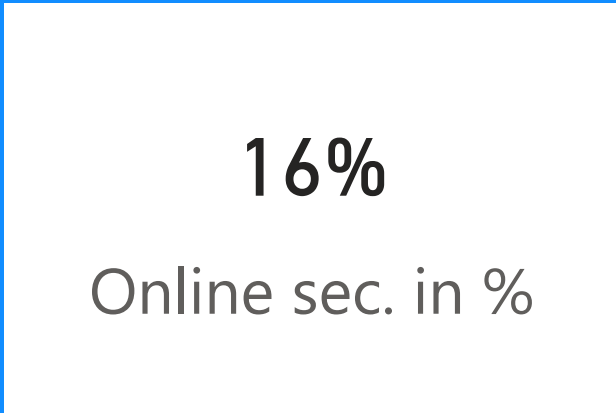
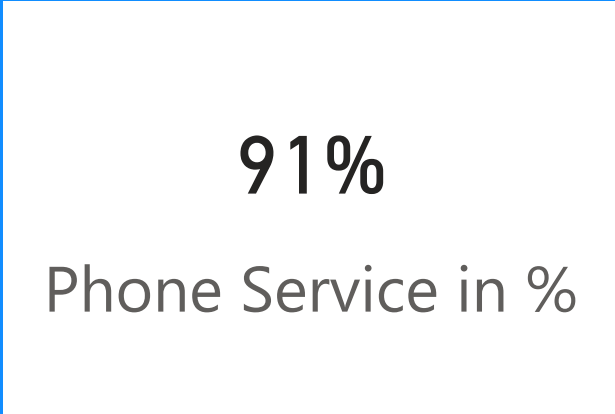
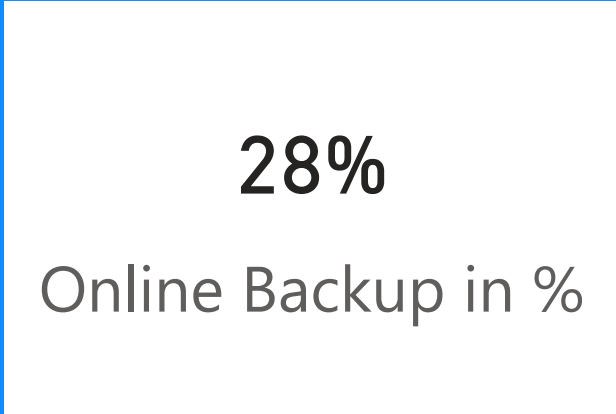
Subscription Time



Customer Account Information



Services Customer Signed Up for



Contract

☐ Month-to-month

☐ One year

☐ Two year

Churn

☐ No

☐ Yes

InternetService

☐ DSL

☐ Fiber optic

☐ No

tenure

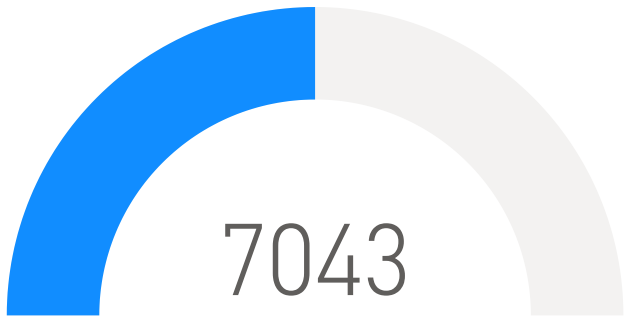
Total Customers

2955

Admin Tickets

3632

Churn



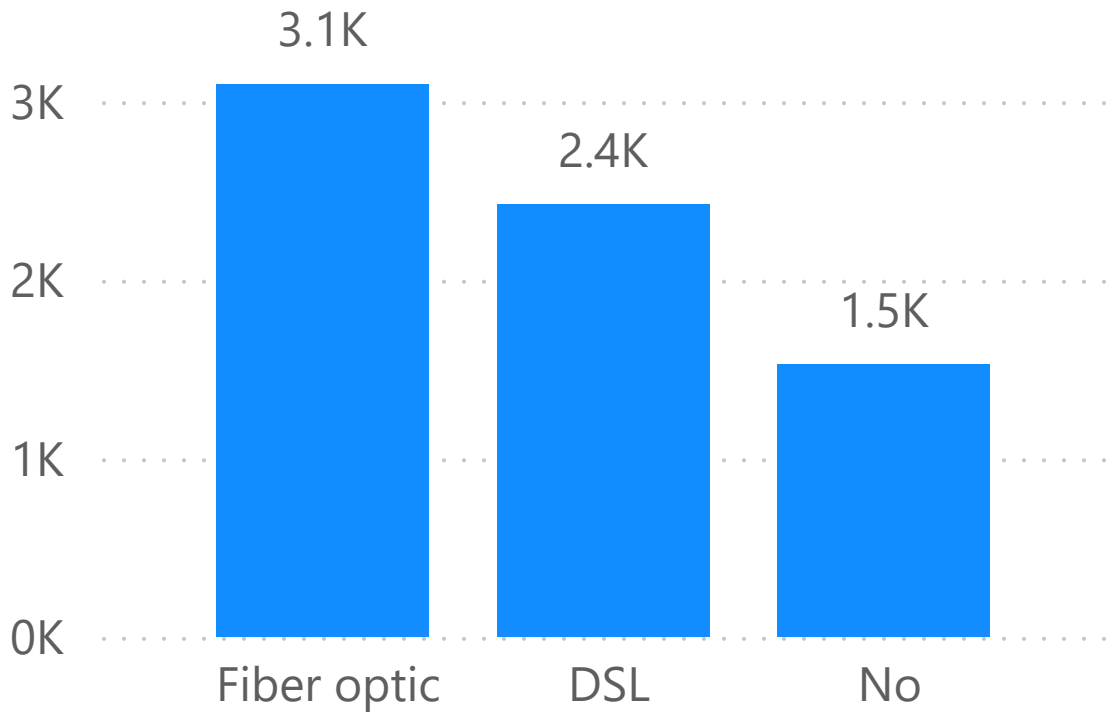
Churn Rate%

27%

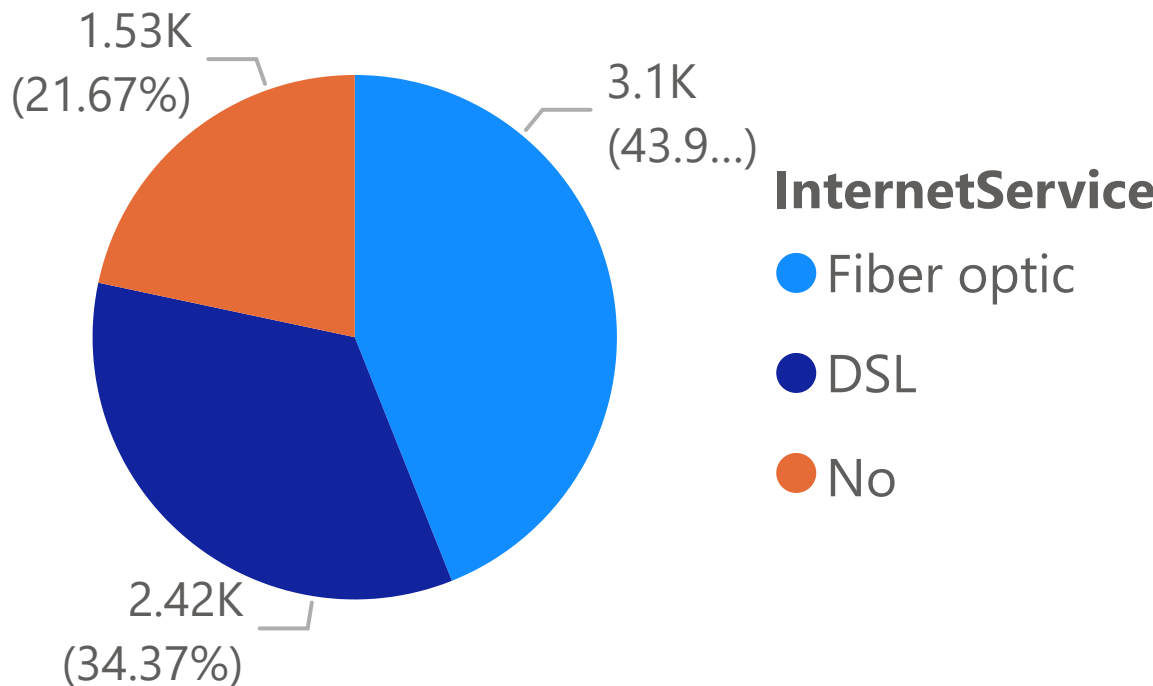
Total Churn

7043

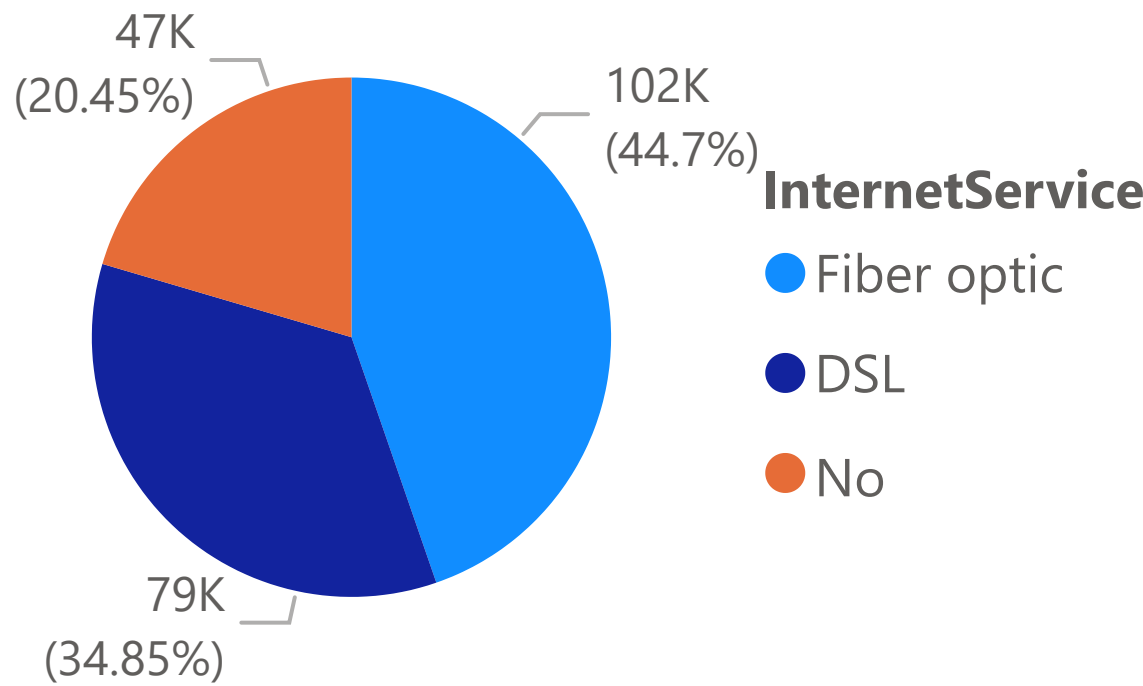
Churn by type of Internet Service



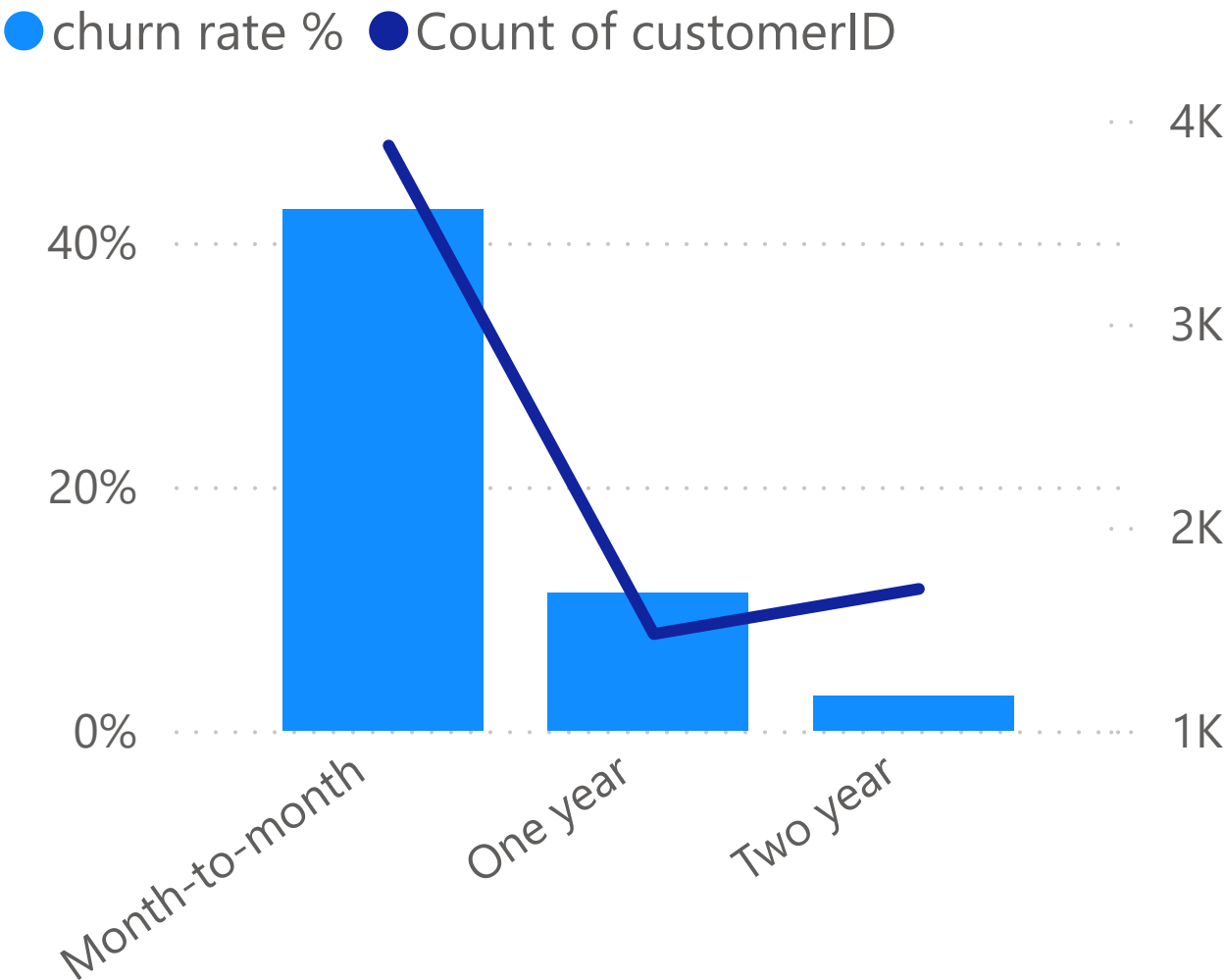
No. of Customers by Internet Service



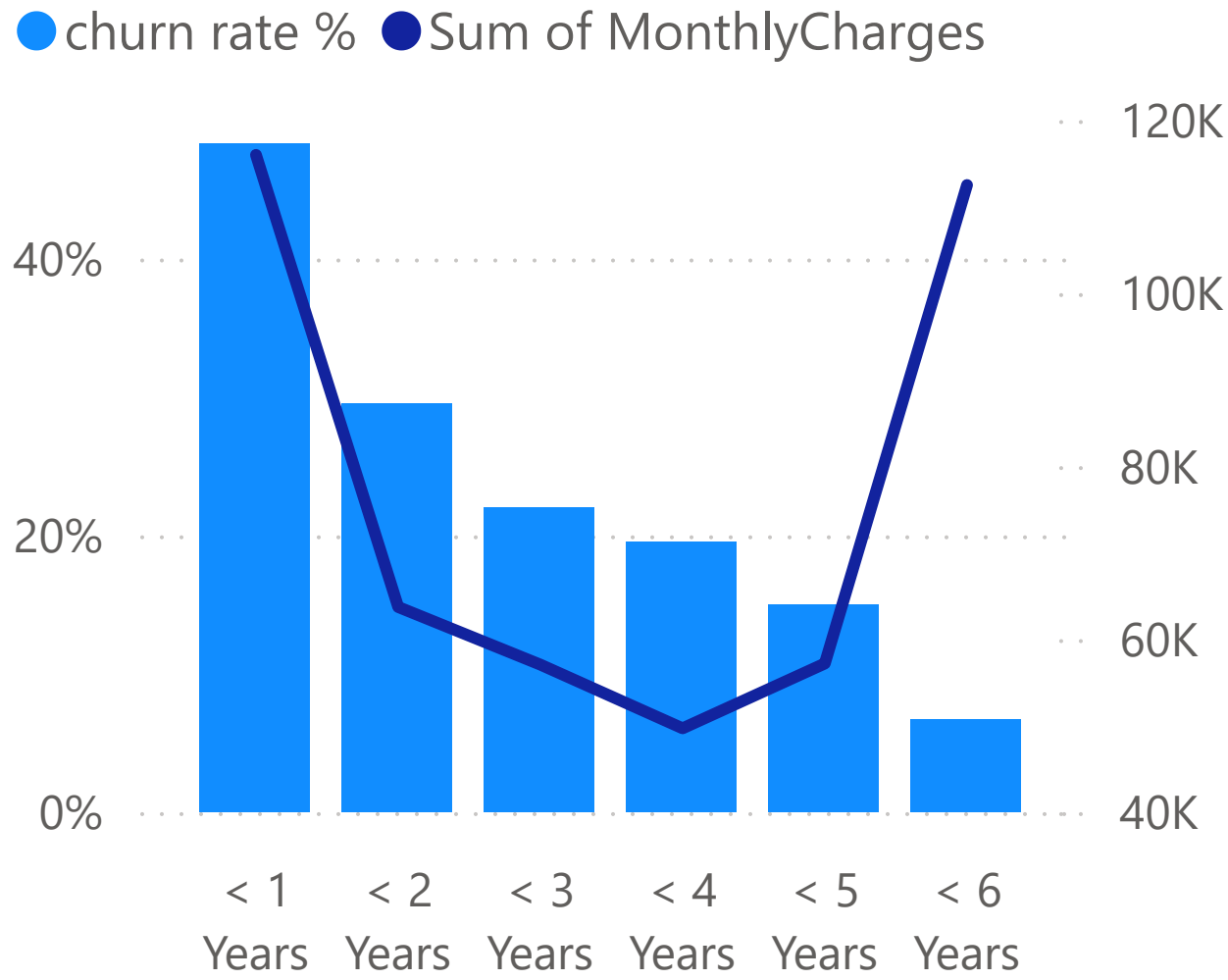
Sum of Monthly Charges



Type of Contract



Year of Contract



Churn by Payment Method

