

# Lead Score Case Study

Group Members

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# Problem Statement:

- ❑ X Education sells online courses to industry professionals.
- ❑ X Education gets a lot of leads, its lead conversion rate is very poor. For example, if, say, they acquire 100 leads in a day, only about 30 of them are converted.
- ❑ To make this process more efficient, the company wishes to identify the most potential leads, also known as 'Hot Leads'.
- ❑ If they successfully identify this set of leads, the lead conversion rate should go up as the sales team will now be focusing more on communicating with the potential leads rather than making calls to everyone.

# Business Objective:

- ❑ X education wants to know most promising leads.
- ❑ For that they want to build a Model which identifies the hot leads.
- ❑ Deployment of the model for the future use.

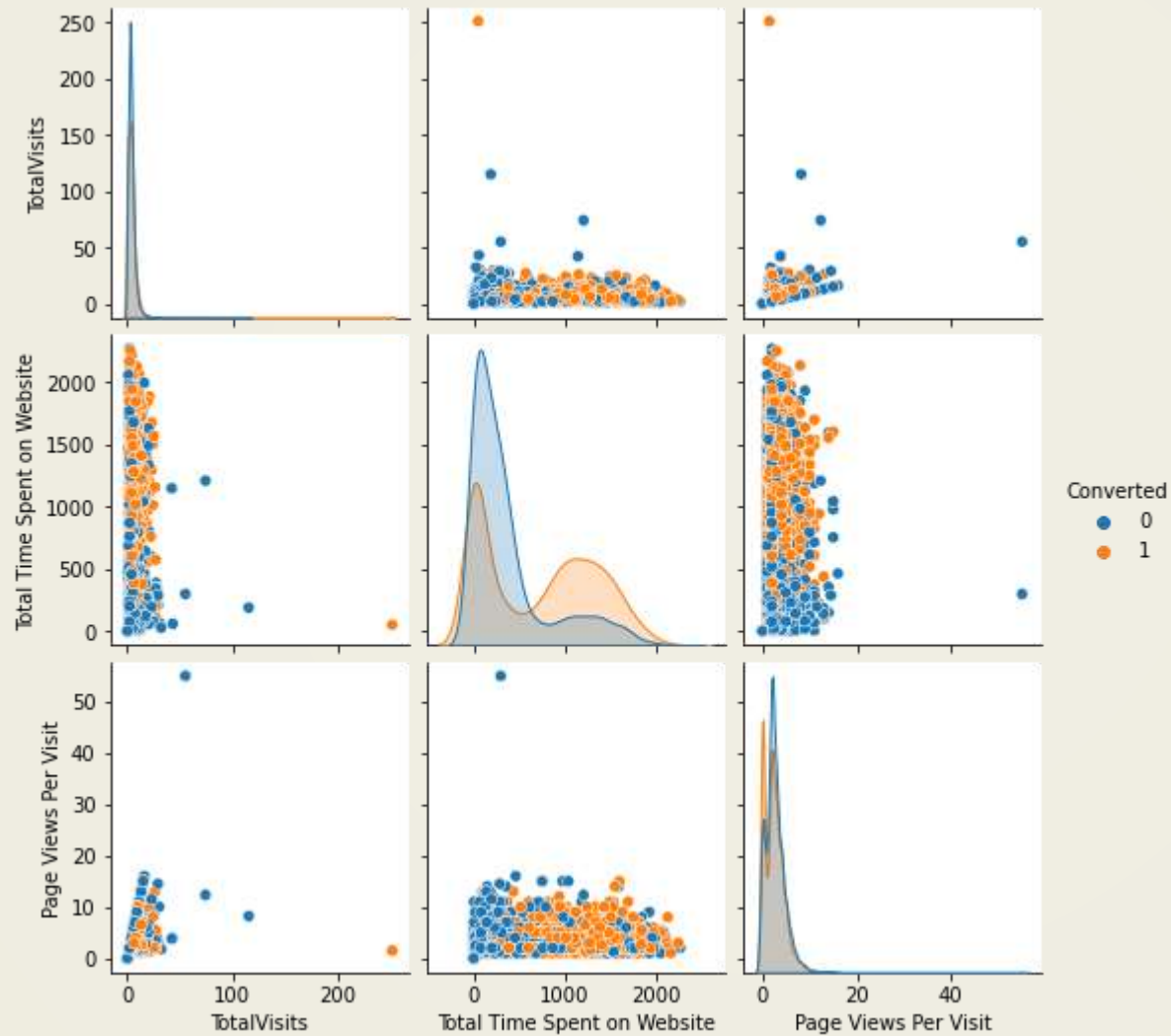
# Steps performed to build the Model

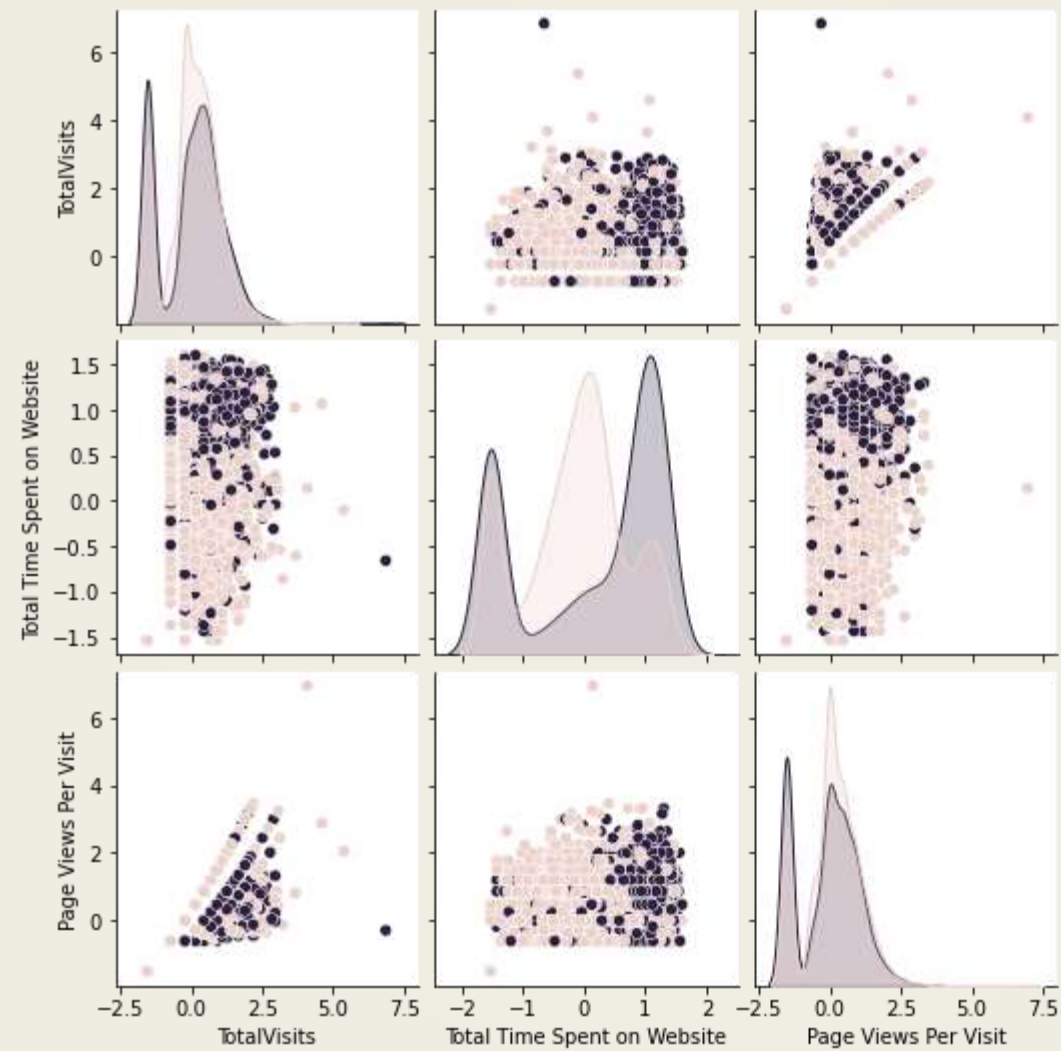
- Data cleaning and data manipulation.
  1. Check and handle duplicate data.
  2. Check and handle NA values and missing values.
  3. Drop columns, if it contains large amount of missing values and not useful for the analysis.
  4. Imputation of the values, if necessary.
  5. Check and handle outliers in data.
- EDA
  1. Visualising the numerical variables
  2. Bivariate data analysis: correlation coefficients and pattern between the variables etc.
- Feature Scaling & Dummy Variables and encoding of the data.
- Classification technique: logistic regression used for the model making and prediction.
- Validation of the model.
- Model presentation.
- Conclusions and recommendations.

# Data Manipulation

- Total Number of columns=37, Total Number of Rows=9240.
- Removing the “Prospect ID” and “Lead Number” which is not necessary for the analysis.
- Also columns which had ‘Select’ as value were dropped as it was considered as missing. Even columns which were skewed were dropped as it did not contribute much to model building.
- Rows were dropped from dataset based on amount of missing values.

# EDA



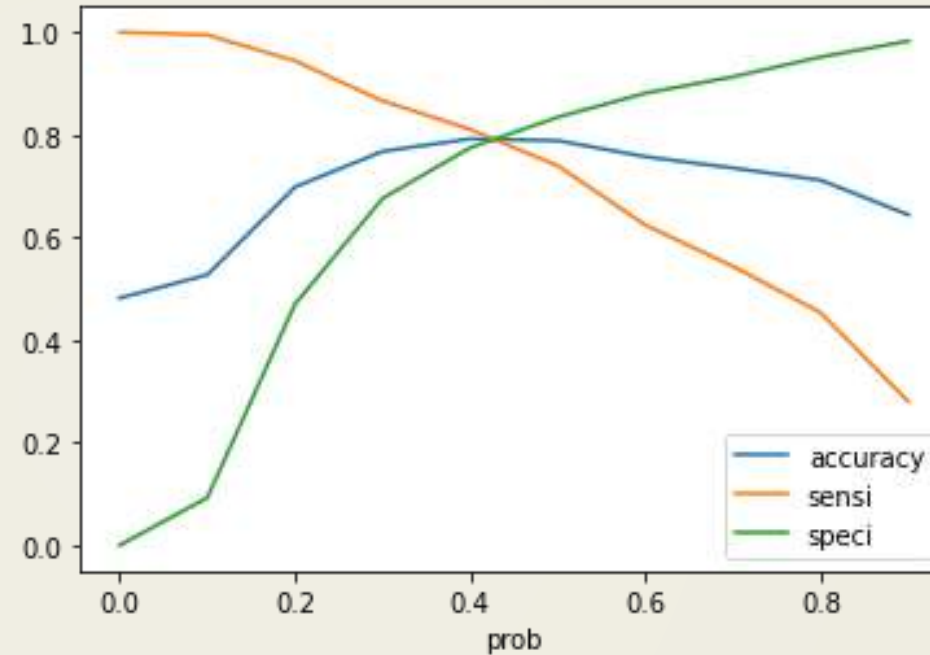
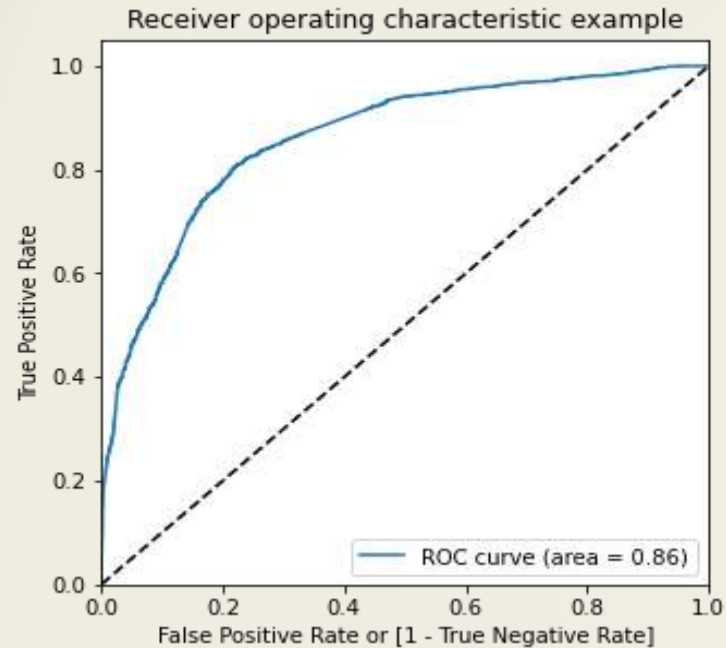


Converted  
-0.9625703699208578  
1.0388850844039796

# Model Building

- Splitting the Data into Training and Testing Sets
- The first basic step for regression is performing a train-test split, we have chosen 70:30 ratio.
- Use RFE for Feature Selection
- Running RFE with 15 variables as output
- Building Model by removing the variable whose p- value is greater than 0.05 and VIF value is greater than 5
- Predictions on test data set
- Overall accuracy 78.66%

# ROC Curve



- **Finding Optimal Cut off Point:**
- Optimal cut off probability is that probability where we get balanced sensitivity and specificity.
- From the second graph it is visible that the optimal cut off is at 0.42.



# Conclusion:

It was found that the variables that mattered the most in the potential buyers are (In descending order) :

- The total time spend on the Website.
  - Total number of visits and Page Views Per Visit
  - When the lead source was:
    - a. Olark chat
    - b. Welingak website
  - When the last activity was:
    - a. SMS
    - b. Had a Phone conversation
  - When their current occupation is as a working professional.
- Keeping these in mind the X Education can flourish as they have a very high chance to get almost all the potential buyers to change their mind and buy their courses.