Master Thesis

Gaining Customer Insights using Machine Learning on Graphs

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Abstract

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Declaration

"I hereby declare - that I have written this master thesis without any help from others and without the use of documents and aids other than those stated in the references, - that I have mentioned all the sources used and that I have cited them correctly according to the established academic citation rules, - that the topic or part of it are not already the object of any work or examination of another course unless explicitly stated,- that I am aware of the consequences of plagiarism at the Business and Economics Faculty of University of Basel."

Michael von Siebenthal, Martikel-Nr.: 2015-256-837, Date: April 13, 2021

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Chapter 1

Introduction

Everyone has surely made the at times inconvenient experience of having been contacted by marketers, worst of all telemarketers. Not only are these marketers more often than not unpleasantly persistent, they in addition often try to sell something which we are not interested in. While we may never get rid off marketers, there are methods which could ensure that we at least receive offers which we are likely to be interested in. This would make a positive outcome for both the customer and the marketer much more likely.

Thanks to the advent of big data, technology companies such as Google and Facebook have long since built their entire business model on providing customer insights to marketers. The customer data is often collected through social media, internet searches and by any other ways and means by which customer data can be collected. Of course, many marketers also possess their own databases from their customers which they may use for marketing purposes.

This leads us to the general topic for this master thesis which consists of two main components, which are:

1. Methodology

2. Application

1.1   Overview Methodology

This thesis has a strong focus on methodology as suggested by its title. Machine Learning on graphs has become a hot topic in the field of machine learning with a large number of papers being published every year in prominent journals and conferences (Ivanov 2020). While graph theory is an old field of mathematics and can be

traced back to Leonhard Euler and the famous "Königsberg Bridge Problem" (Euler 1736), it has experienced a recent revival in machine learning. As it is a relatively novel field in machine learning, it provides for a fruitful ground for testing methods and applications.

Graph structures are significantly different compared to traditional types of data usually used for machine learning tasks or regression analyses. Graph structures are special in that the data points in a graph have connections with each other. A practical example for this are social networks. In a social network, the profiles of "Peter" and "Paul" might be connected because Peter and Paul are friends. This aspect is unique to graph or network data and provides both additional information and additional complexity to graph data not found in other data types. An introduction to graph theory will be given in chapter 2.

1.2 Overview Application

Retail banking is an area in which client advisers typically serve several hundred if not thousands of clients. In addition, advisers typically work in teams which makes personalized advice virtually impossible. For this reason, it is impossible for an adviser to ensure that she provides offers to her clients which are in line with their interests. From personal experience of the author, having worked as an adviser for over 10 years, this can lead to unsatisfactory outcomes when contacting clients for services or products that they are not interested in. This is largely due to inadequate client selection practices. In a bank setting, clients for marketing campaigns, such as promoting investment products, are typically selected based on whether they have available liquidity for investment and/or whether a client has already invested in similar products. While this selection makes sense to a certain extent, it falls short in that there remain often too many clients in the selection, which are not interested in the offer of a specific marketing campaign or potentially interested clients are falsely excluded in the pre-selection process.

This is an area where classifying clients according to their interests could be of great value and where machine learning methods could be of particular use. It would in addition improve the service quality rendered to clients, prevent unnecessary and perhaps annoying marketing calls and improve the efficiency of a marketing campaigns.

1.3 Motivation

The topic is motivated both by the methodology and its application. As shown, machine learning on graphs is a very recent and promising field in machine learning. From an application perspective, many banks lag behind in terms of using appropriate customer classification strategies. It would therefore be of particular use to discover useful approaches for accurate customer classification. Thanks to the novelty of graph machine learning techniques, many possible applications remain to be explored. This provides fruitful ground for research and this master thesis.

In the following an overview of the extant literature regarding client classification is given with an emphasis on the use of graph data.

1.4 Literature Review

There is a lot of published research regarding bank client classification using a myriad of methods. Classifications tasks are performed in areas such as credit scoring, anti-money laundering (AML) compliance or marketing purposes among others (Sukharev et al. 2020, Weber et al. 2018, Moro et al. 2014).

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Chapter 2

Theory

This chapter will cover the necessary theoretical background for this master thesis and consists of following parts:

1. Graph Theory

2. Machine Learning on Graphs

3. Graph Generation

2.1   Graph Theory

This section provides a brief introduction to graph theory, with a focus on the relevant aspects for this master thesis. The theory presented is primarily taken from the book "Networks: An Introduction by Mark Newman (2010).

Graphs are special data structures as shown in Figure 2.1. The terms graph and network are used inerchangeably for the purpose of this master thesis. Typically, the term graph is used more commonly when referring to mathematical analysis and the term network is more commonly used for data science purposes.
The graph shown in Figure 2.1 corresponds to an undirected graphs in which the connections between the vertexes are mutual. In a directed graph for instance, vertex A could be connected to vertex B, however vertex B need not be connected to vertex A. For the purpose of this thesis, only undirected graphs are considered. Vertexes are commonly reffered to as nodes and the terms will be used interchangeably. Edges refer to the connections between the vertices. Edges are often also referred to as links and the terms will be used interchangeably as well. Graphs may have additional elements such as multi-edges or self-edges. These are however not relevant for the purpose of this master thesis.
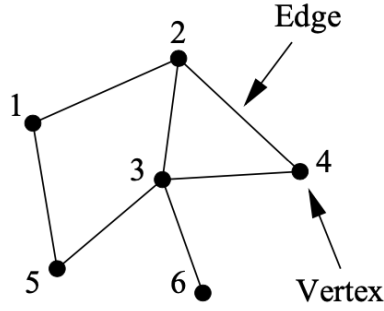
Figure 2.1: Example of a Graph
(Newman 2010, p. 111)

In terms of mathematical notation, graphs are typically defined as follows:

$$G(V, E) \tag{2.1}$$

G refers to the graph as an output. V refers to the set of vertices present in the graph and E refers to edges present between the vertices.

2.1.1   Adjacency Matrix

The adjacency matrix A is defined as a $n \times n$ matrix, where n refers to the number of vertices present in the graph. Each vertex is therefore recorded by a column and a row in the adjacency matrix. The elements in the adjacency matrix are further typically defined as follows:

$$A_{ij} = \begin{cases} 1, & \text{if vertex } i \text{ and } j \text{ are connected by an edge} \\ 0, & \text{otherwise} \end{cases} \tag{2.2}$$

For illustration, the adjacency matrix of the graph shown in Figure 2.1 is shown as follows:

$$A = \begin{pmatrix} 0 & 1 & 0 & 0 & 1 & 0 \\ 1 & 0 & 1 & 1 & 0 & 0 \\ 0 & 1 & 0 & 1 & 1 & 1 \\ 0 & 1 & 1 & 0 & 0 & 0 \\ 1 & 0 & 1 & 0 & 0 & 0 \\ 0 & 0 & 1 & 0 & 0 & 0 \end{pmatrix}$$

As one can see, if vertex i and j are connected, this is recorded with 1 and 0 otherwise. Note, that all the elements on the $diag(A)$ are equal to 0. This is because self-edges are excluded. As this is an undirected network, the adjacency matrix is symmetric. There are many additonal aspects one could mention with regard to the adjacency matrix, they are however not relevant for this thesis.

2.1.2 Degree Measures

An important measure for graphs are the degrees k of the vertices, the number of edges connected to a vertex. The degrees of vertex i can be formulated as (Newman 2010, p.133):

$$k_i = \sum_{j=1}^{n} A_{ij} \tag{2.3}$$

For an undirected graph, edges have two ends. This is due to the fact that vertices connected by an edge are mutually connected. In terms of the sum of the degrees of all vertices, we can therefore write for a graph with m edges (Newman 2010, p.133):

$$2m = \sum_{i=1}^{n} k_i \tag{2.4}$$

The sum of all degrees is therefore just the number of edges m multiplied by 2. In terms of statistical measures, the mean degree c of a vertex is defined as follows (Newman 2010, p.134):

$$c = \frac{1}{n} \sum_{i=1}^{n} k_i = \frac{2m}{n} \tag{2.5}$$

In order to define the connectance or density of a graph, we must first observe, that the maximum number of edges is given by (Newman 2010, p.134):

$$\binom{n}{2} = \frac{1}{2}n(n-1) \tag{2.6}$$

The density ρ can therefore be written as (Newman 2010, p.134):

$$\rho = \frac{m}{\binom{n}{2}} = \frac{2m}{n(n-1)} = \frac{c}{n-1} \tag{2.7}$$

Note, that the density ρ lies strictly between $0 \leqslant \rho \leqslant 1$. In addition, for sufficently large graphs, one can approximate $\rho = \frac{c}{n}$.

2.1.3 Centrality Measures

The degrees of a vertex shown in the previous section already correspond to the simplest form of centrality measures. The issue with this measure however is, that the every neighbor of vertex i are valued the same. This is a problem, as not all neigbors are of equalt importance due to:

1. Number of neighbors

2. Importance of neighbor

3. both

There are many different alternative centrality measures which can consider the factors listed above such as eigenvector ecntrality, Katz centrality or PageRank (Katz 1953, Page et al. 1999, Landau 1895, Newman 2010). As we are only dealing with simple undirected graphs, eigenvector centrality will suffice, where the other mentioned methods are adaptations to the eigenvector centrality.

Eigenvector centrality gives all vertices a score proportional to the sum of the scores of its neighbors. This is a procedure in which typically the initial centrality x_i of vertex i is guessed to be $1 \ \forall \ i$. This can be used to calculate the centralities of the neighbors of i which is denoted as x_i'. We can thus write (Newman 2010, p. 169):

$$x_i' = \sum_j A_{ij} x_j \tag{2.8}$$

In matrix form:

$$x' = Ax \tag{2.9}$$

This process is repeated t times to provide better estimates (Newman 2010, p. 170):

$$x(t) = A^t x(0) \tag{2.10}$$

Where $x(0)$ is a linear combination of:

$$x(0) = \sum_i c_i v_i \tag{2.11}$$

2.2 Graph Generation

It is very difficult to collect graph data, as one cannot capture links between observations by traditional data collection means such as surveys. In this regard, banks have

a unique advantage (similar to social networks) in that they can capture relationships by analyzing their clients cash flows. In today's world most people make most if not all of their payments electronically and usually pay by card. This provides banks with a large amount of information such as spending behavior. Payments are nothing other than links in a graph theoretical setting. Unfortunately, access to bank client data is rarely granted due to privacy or bank secrecy laws.

This is a problem for which no perfect solution exists. The search for alternatives lead to graph generation methods. Among the many graph generation algorithms researched, the Multiplicative Attribute Graph (MAG) modelappears to provide a feasible solution (Kim & Leskovec 2012). This model creates probabilistic links between observations using link-affinity matrices.

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