

One ecommerce company has a project on predicting churned users in order to offer potential promotions.

An attached file is the dataset that is offered by the company (*churn\_predict.csv*). You will using these dataset to answer below questions:

1. What are the patterns/behavior of churned users? What are your suggestions to the company to reduce churned users.
2. Build the Machine Learning model for predicting churned users. (fine tuning)
3. Based on the behaviors of **churned users**, the company would like to offer some special promotions for them.  
Please **segment these churned users into groups**. What are the differences between groups?

Submission: The submission should be the drive link that contains your .ipynb file.

CustomerID	Unique customer ID
Churn	Churn Flag
Tenure	Tenure of customer in organization
PreferredLoginDevice	Preferred login device of customer
CityTier	City tier (1,2,3): miền
WarehouseToHome	Distance in between warehouse to home of customer
PreferPaymentMethod	mentMode Preferred payment method of customer
Gender	Gender of customer
HourSpendOnApp	Number of hours spend on mobile application or website
NumberOfDeviceRegistered	Total number of devices is registered on particular customer
PreferedOrderCat	Preferred order category of customer in last month
SatisfactionScore	Satisfactory score of customer on service
MaritalStatus	Marital status of customer
NumberOfAddress	Total number of added added on particular customer
Complain	Any complaint has been raised in last month

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OrderAmountHikeFrom LastYear	Percentage increases in order from last year
CouponUsed	Total number of coupon has been used in last month
OrderCount	Total number of orders has been places in last month
DaySinceLastOrder	Day Since last order by customer

CashbackAmount	Average cashback in last month
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