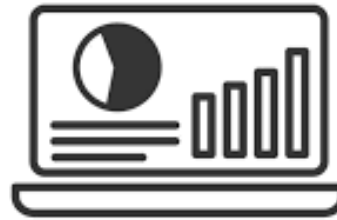


# Welcome to PhoneNow

## Key Performance Indicators

- Increase Tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- Increase sale of 1 & 2 year contracts by 5% each
- Yearly increase of automatic payments by 5%

## Churn Dashboard



- Demographics
- Customer Account Information
- Services

## Customer Risk Analysis



- Internet Service
- Type of Contract
- Payment Method

# Churn Dashboard

1869

Customers at Risk

2173

Number of Tech tickets

885

Number of Admin tickets

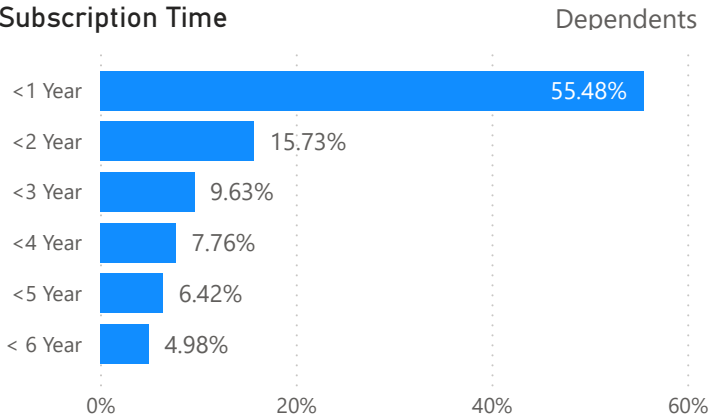
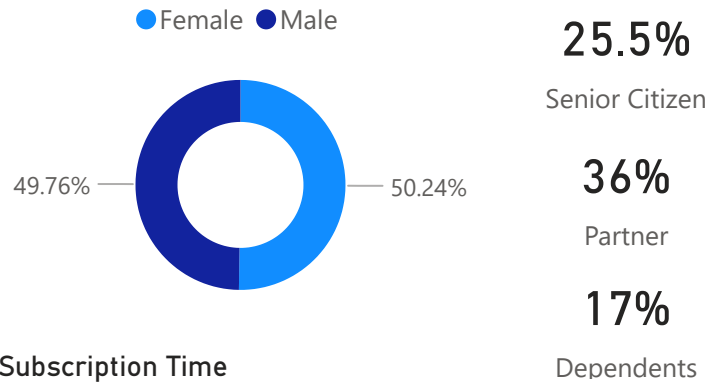
\$2.86M

Yearly charges

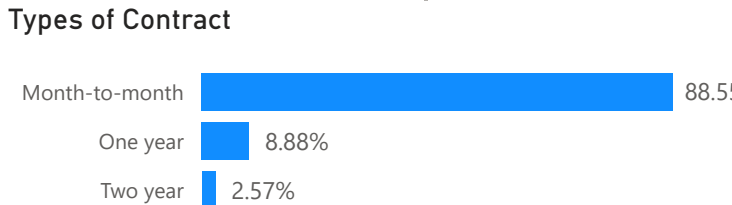
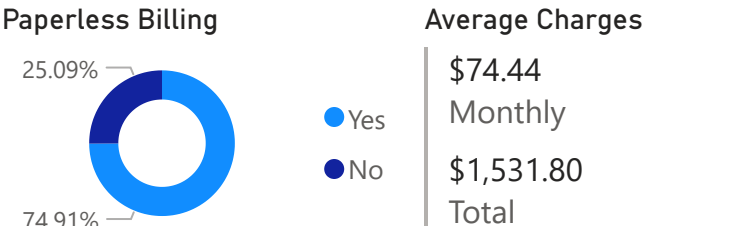
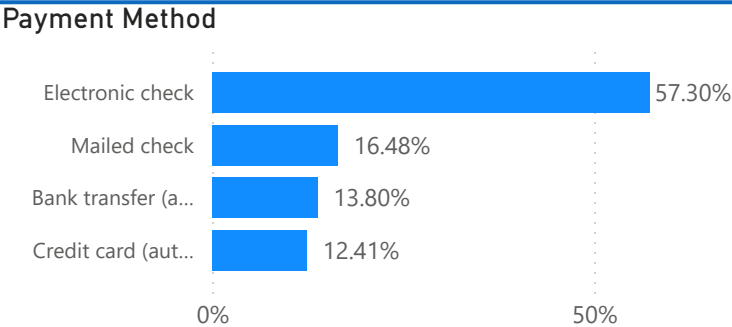
\$139.13K

Monthly charges

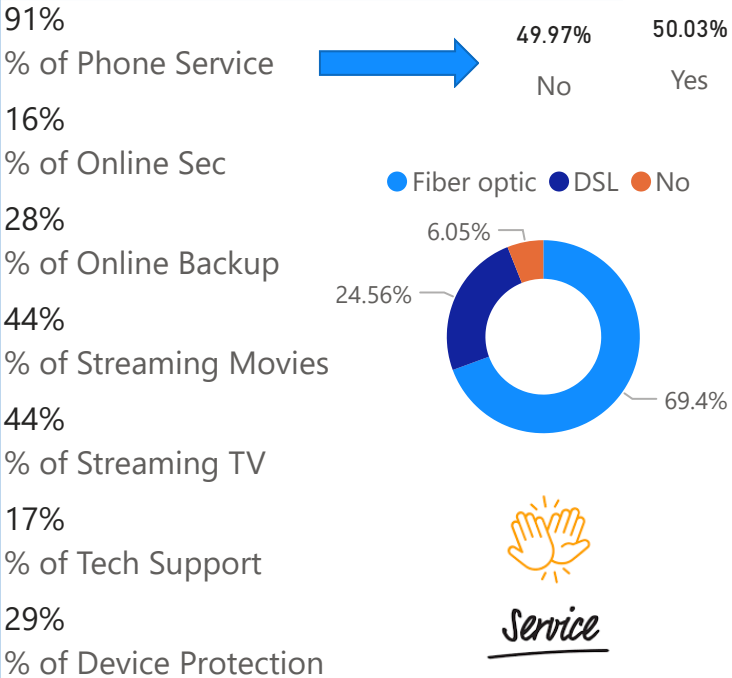
## Demographics



## Customer Account Information



## Service Customers Signed up for



# Customer Risk Analysis

## Risk Of Churn

☐ No

☐ Yes

## Internet Services

☐ DSL

☐ Fiber optic

☐ No

## Months Subscribed

0

72

## Contract Type

☐ Month-to-month

☐ One year

☐ Two year



7043

Total Customer

26.54%

% Churn rate

\$16.06M

Yearly Charges

3632

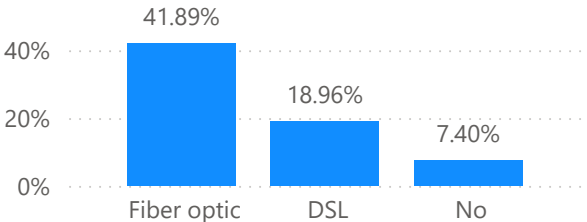
Admin Tickets

2955

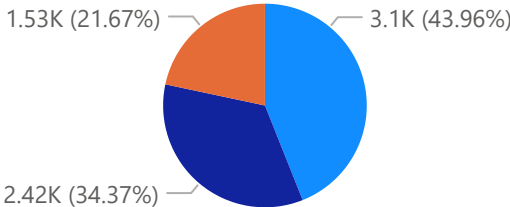
Tech Tickets



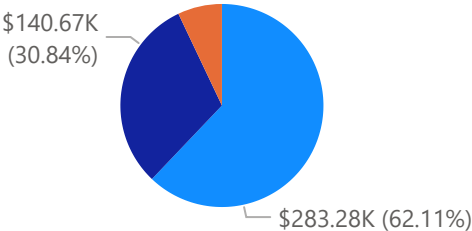
% Churn rate by Internet Service



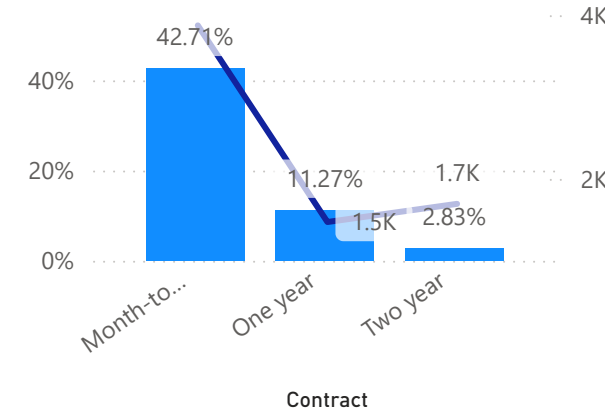
Customers by Internet Service



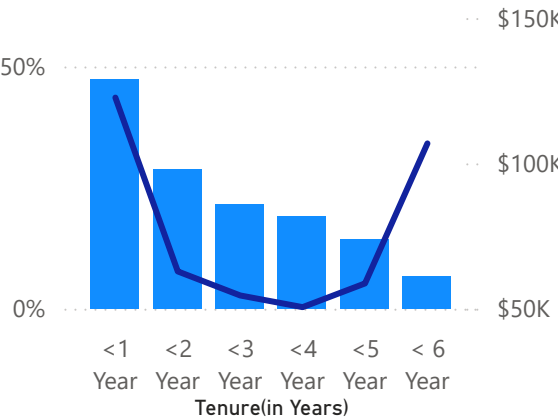
Monthly Charges by Internet Service



Churn rate Customer



Churn rate Sum of Monthly Charges



Churn rate Sum of Monthly Charges

