# **EcommerceCustomers**

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# **Ecommerce Customers**

# a) Data Analytic Question

The aim of this project is to to understand customer's behavior from a one year data set.

## b) Success Metrics

- Successful Loading the data.
- Successful Handling missing data.
- Successful Outliers detection.
- Successful Outlier Visualization.
- Successful Handling outliers.
- Successful Univariate analysis.
- Successful Bivariate analysis.

# c) Context

Kira Plastinina is a Russian brand that is sold through a defunct chain of retail stores in Russia, Ukraine, Kazakhstan, Belarus, China, Philippines, and Armenia. The brand's Sales and Marketing team would like to understand their customer's behavior from data that they have collected over the past year. More specifically, they would like to learn the characteristics of customer groups.

# d) Data Understanding

## Variables

- The dataset consists of 10 numerical and 8 categorical attributes.
- 'Revenue' attribute has been be used as a class label.
- "Administrative",
- "Administrative Duration"
- "Informational",
- "Informational Duration",
- "Product Related"
- and "Product Related Duration" represents the number of different types of pages visited by the visitor in that session and total time spent in each of these page categories.
- The "Bounce Rate", "Exit Rate" and "Page Value" features represent the metrics measured by "Google Analytics" for each page in the e-commerce site.

- The value of the "Exit Rate" feature for a specific web page is calculated as for all pageviews to the page, the percentage that was the last in the session.
- The "Page Value" feature represents the average value for a web page that a user visited before completing an e-commerce transaction.
- The "Special Day" feature indicates the closeness of the site visiting time to a specific special day
- The dataset also includes the operating system, browser, region, traffic type, visitor type as returning or new visitor, a Boolean value indicating whether the date of the visit is weekend, and month of the year.

# e) Experimental Design

- Formulation of the research question.
- Data Sourcing
- Check the Data
- Perform Data Cleaning
- Perform Exploratory Data Analysis (Univariate, Bivariate & Multivariate)
- Implement the Solution
- Challenging the Solution
- Follow up Questions

# **Data Importation**

```
Ecommerce_data<- read.csv("http://bit.ly/EcommerceCustomersDataset",header =T)</pre>
```

# converting data.frame data into data.table

```
Ecommerce_data<-as.data.table(Ecommerce_data)
class(Ecommerce_data) #checking class
## [1] "data.table" "data.frame"</pre>
```

### **Data Columns**

```
kable(colnames(Ecommerce_data))
```

х

Administrative

Administrative\_Duration

Informational

Informational Duration

 ${\bf ProductRelated}$ 

 $ProductRelated\_Duration$ 

BounceRates

ExitRates

PageValues

SpecialDay

Month

OperatingSystems

Browser

Region

TrafficType

VisitorType

x Weekend Revenue

# Check for missing values

```
library(Amelia)

## Warning: package 'Amelia' was built under R version 4.0.5

## Loading required package: Rcpp

## ##

## ## Amelia II: Multiple Imputation

## ## (Version 1.7.6, built: 2019-11-24)

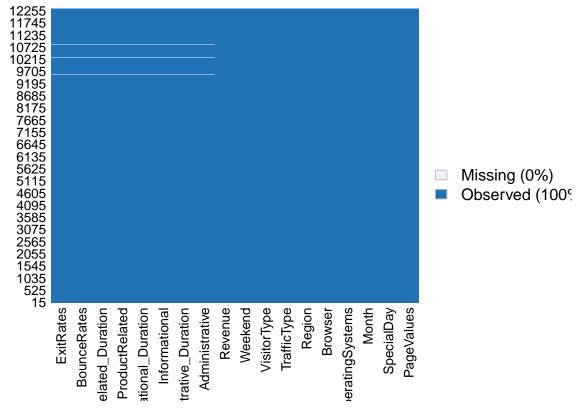
## ## Copyright (C) 2005-2021 James Honaker, Gary King and Matthew Blackwell

## ## Refer to http://gking.harvard.edu/amelia/ for more information

## ##

missmap(Ecommerce_data,main="Missing Values in Data Set")
```

# Missing Values in Data Set



# any NAs in data set?

```
colSums(is.na(Ecommerce_data))
```

Administrative Administrative\_Duration

Informational

```
14
##
                         14
                                                                             14
    Informational_Duration
                                      ProductRelated ProductRelated_Duration
##
##
                                                   14
##
               BounceRates
                                           ExitRates
                                                                    PageValues
##
##
                 SpecialDay
                                                Month
                                                              OperatingSystems
##
                                                                   TrafficType
##
                                               Region
                    Browser
##
                                                    0
##
                VisitorType
                                              Weekend
                                                                       Revenue
##
                                                                              0
```

Now lets find the duplicated rows in the dataset df and assign to a variable duplicated\_rows below.

```
duplicated_rows <- Ecommerce_data[duplicated(Ecommerce_data),]
#Lets print out the variable duplicated_rows and see these duplicated rows
kable(duplicated_rows)</pre>
```

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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	4	1	Returnin ALSHA ItSE
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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	ReturninaLSHAItSE
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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	3	2	2	1	Returnina LSHAItSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	Returnina LSHAItSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	Returning LSFA it SE
0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	Returning LSFA it SE
0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	Returning LSFA it SE
NA	NA	NA	NA	NA	NA	NA	NA	0	0.0	Mar	2	2	1	2	Returning LSFA it SE
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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	3	2	3	1	Returning LSFA it SE
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0	0	0	0	2	0	0.2	0.2	0	0.0	Mar	1	1	1	1	Returning LSFA it SE
0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	1	1	8	1	Returning LSFA it SE
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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	2	1	1	Return <b>ina<u>L</u>StraitSE</b>
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0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	3	2	1	1	Returnin L. S. E. L.

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O	0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	3	2	3	1	Returning LSFAsitSE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	Mar	2	4	1	1	Returning LSFA it SE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	4	3	Return <b>in<u>a</u>LSFAitSE</b>
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	1	3	Return <b>in<u>a</u>LSFAitSE</b>
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O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	3	3	Returning LSHAItSE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	1	3	Return <b>ing<u>L</u>SFAItSE</b>
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O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	1	3	Returning LSFA it SE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	4	3	Returning LSFA it SE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	2	2	7	4	Returning LSFA it SE
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O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	2	2	1	3	Returnina LSHAItSE
O	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	1	3	Returning LSFA it SE
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0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 1 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 1 1 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 15 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 4 1 6 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 13 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 1 Returning ListatisE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning ListatisE 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Returning ListatisE	0	0	0	0	1	0	0.2	0.2	0	0.0	May	2	2	1	3	Return <b>i</b> n <b>a<u>L</u>SHATEE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 3 Returning Lyichtese 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 6 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 1 13 Returning Lyichtese 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 1 13 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.6 May 2 2 1 1 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.6 May 2 2 1 1 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 4 1 6 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 3 2 3 13 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning Lyichtese 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning Lyichtese	0	0	0	0	1	0	0.2	0.2	0	0.8	May	2	2	1	1	Return <b>i</b> n <b>a<u>L</u>SFAitSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 6 3 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 1 13 Return MALSHALISE 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 1 13 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.6 May 2 2 2 1 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 15 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 8 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 4 1 6 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 13 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return MALSHALISE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return MALSHALISE	0	0	0	0	1	0	0.2	0.2	0	0.0	May	3	2	3	3	Return <b>i</b> n <b>a<u>L</u>SFAitSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 6 4 Returning_UEALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 1 1 13 Returning_LSTALSE 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 2 2 1 13 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.6 May 2 2 2 1 1 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 3 2 3 13 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 15 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 1 1 3 3 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 4 1 6 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 3 2 3 13 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 13 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning_LSTALSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning_LSTALSE	0	0	0	0	1	0	0.2	0.2	0	0.0	May	2	2	1	3	Return <b>i</b> n <b>a<u>L</u>SFAitSE</b>
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0 0 0 0 1 0 0.2 0.2 0 0.0 May 2 4 1 6 Return May L. S. May 1. S. Return May 1. S. May 1. S. Return May 1. S. May 1. S. May 1. S. Return May 1. S.	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1		15	Return <b>in<u>a</u>LSHAItSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 June 3 2 3 13 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 3 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return Flag L. Strait SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return Flag L. Strait SE	0	0	0	0	1	0	0.2	0.2	0	0.0	May	1	1	3	3	Return <b>in<u>a</u>LSHAItSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 June 2 2 1 1 Return in a Latistise 0 0 0 0 1 0 0.2 0.2 0 0.0 June 3 2 3 13 Return in a Latistise 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 3 Return in a Latistise 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return in a Latistise 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return in a Latistise 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Return in a Latistise 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistise 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistise 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistise 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistise 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	0	0	1	0	0.2	0.2	0	0.0	May	2	4	1	6	Return <b>in<u>a</u>LSHAItSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 June 3 2 3 13 ReturnEng_LSHAItSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 3 ReturnEng_LSHAItSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 ReturnEng_LSHAItSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 ReturnEng_LSHAItSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 ReturnEng_LSHAItSE	0	0	0	0	1	0	0.2	0.2	0	0.0	June		2	1	1	Returnin <u>AL</u> SHALLSE
0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 3 Return in a Latistic SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return in a Latistic SE 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Return in a Latistic SE 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistic SE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistic SE 0 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return in a Latistic SE 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0	0	0	0	1	0	0.2	0.2	0	0.0	June	2	2	1	1	Return <b>in<u>a</u>LSHAItSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 3 3 Return EALSTAILSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Return EALSTAILSE 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Return EALSTAILSE 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return EALSTAILSE	0	0	0	0	1	0	0.2	0.2	0	0.0	June	3	2	3	13	Return <b>ina<u>L</u>StraitSE</b>
0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 3 2 3 1 Returning UEA ILSE 0 0 0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 1 3 Returning LSEA ILSE 0 0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Returning LSEA ILSE SE	0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	3	2		3	Returnina <u>L</u> SHAItSE
0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return <b>Ed<u>s L</u>SHA</b> itSE	0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	3	2	3	1	Returnfli <u>RU</u> EAItSE
0 0 0 1 0 0.2 0.2 0 0.0 Nov 3 2 4 3 Return <b>Ed<u>&amp; L.</u>SEA</b> ILSE	0	0	0	0		0	0.2	0.2	0	0.0	$\mathrm{Dec}$		2		3	Return <b>in<u>a</u>LSHAL</b> SE
0 0 0 1 0 0.2 0.2 0 0.0 Dec 2 2 8 1 Return <b>Ed<u>s L.</u>SEA</b> itSE	0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	3	2	4	3	Return In & L. Stratt SE
	0	0	0	0	1	0	0.2	0.2	0	0.0	$\mathrm{Dec}$	2	2	8	1	Returnina <u>L</u> SHAItSE

Administra	dantimiest	lauficue	Madiamatad	Poro all <u>uc</u> l	Produtica	RBbutr	ad <u>ER</u> Ou	Ratge	VSþæs	ia <b>MDay</b> t	<b>)</b> pera	t <b>iBig</b>	ly <b>B</b> tegi	ionraff	 ic <b>Visjt</b> ær <b>WygekRæd</b> enue
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	2	2	1	1	Return <b>i</b> n <b>a</b> L <b>Strai</b> tSiE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	3	2	7	13	Return <b>i</b> n <b>a<u>L</u>SFAitSE</b>
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	2	2	2	1	Returnina <u>L</u> SEAttSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\mathrm{Dec}$	2	2	6	13	Returning LSFA it SE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\mathrm{Dec}$	2	2	1	13	Returning LSFA it SE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	8	13	9	20	Other FALSEALSE
0	0	0	0	2	0	0.2	0.2	0	0.0	Nov	1	1	1	1	Returnin <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	1	1	3	2	Return <b>i</b> n <b>a<u>L</u>StraitSE</b>
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	2	2	3	1	Returnin <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	2	2	1	1	Return <b>i</b> n <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	1	1	1	1	Returnfik <u>RU</u> EAItSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	1	1	4	1	Return <b>i</b> n <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	2	2	3	1	Return <b>i</b> n <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	2	4	3	3	Return <b>i</b> n <u>aL</u> SHAitSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	3	2	6	1	Return <b>i</b> ra <u>kL</u> StraitSiE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	8	13	9	20	Other FALSEALSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	3	2	1	13	Return <b>i</b> ra <u>kL</u> SHA itSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	$^2$	2	1	13	Return <b>i</b> ra <u>kL</u> StraitSiE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	8	13	9	20	Other FALSEALSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	3	2	1	1	Return <b>i</b> ra <u>kL</u> SHAItSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	1	1	1	1	Returnîfi <u>RU</u> EAÎtSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	$^2$	2	1	1	Return <b>i</b> ra <u>kL</u> SHA itSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Nov	1	1	3	3	Return <b>in<u>a</u>LSEAitSE</b>
0	0	0	0	1	0	0.2	0.2	0	0.0	$\mathrm{Dec}$	1	1	4	1	Returnîfi <u>RU</u> EAÎtSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	$^2$	2	1	1	Return <b>i</b> ra <u>kL</u> StraitSiE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	$^2$	2	1	1	Return <b>i</b> ra <u>kL</u> StraitSiE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	1	1	1	2	New_VEAT6SEALSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	1	1	4	1	Returnfik <u>RU</u> ÆAftSE
0	0	0	0	1	0	0.2	0.2	0	0.0	Dec	1	1	1	3	Return <b>i</b> n <b>a<u>L</u>StraitSE</b>
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	1	13	9	20	Return <b>i</b> ra <u>k L</u> SHA itSE
0	0	0	0	1	0	0.2	0.2	0	0.0	$\operatorname{Dec}$	8	13	9	20	Other FALSEALSE

Removing these duplicated rows in the data set or showing these unique items and assigning to a variable unique\_items below

```
unique_items <- Ecommerce_data[!duplicated(Ecommerce_data), ]
Encoding Categorical Variables
library(encode)

## Warning: package 'encode' was built under R version 4.0.5

##
## Attaching package: 'encode'

## The following object is masked from 'package:forcats':

##
## as_factor
Ecommerce_data$Weekend<-as.factor(Ecommerce_data$Weekend)
Ecommerce_data$Weekend<-unclass(Ecommerce_data$Weekend) # Convert categorical variables</pre>
```

```
Ecommerce_data$Revenue<-as.factor(Ecommerce_data$Revenue)

Ecommerce_data$Revenue<-unclass(Ecommerce_data$Revenue)

Ecommerce_data$VisitorType<-as.factor(Ecommerce_data$VisitorType)

Ecommerce_data$VisitorType<-unclass(Ecommerce_data$VisitorType)

Ecommerce_data$Month<-as.factor(Ecommerce_data$Month)

Ecommerce_data$Month<-unclass(Ecommerce_data$Month)
```

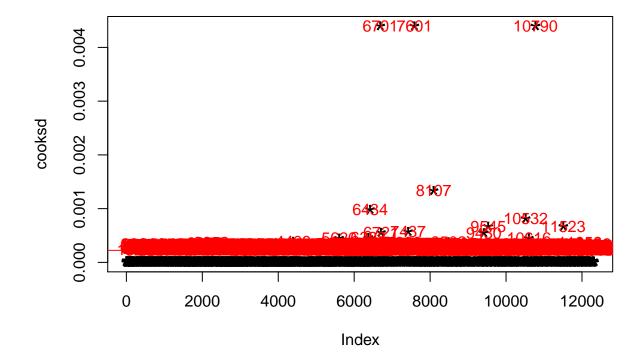
#### **Outlier Treatment**

```
mod <- lm( Revenue~ExitRates, data=Ecommerce_data)
cooksd <- cooks.distance(mod)

#Influence measures
#In general use, those observations that have a cook's distance greater than 4 times
#the mean may be classified as Outlier

plot(cooksd, pch="*", cex=2, main="Outliers by Cooks distance")  # plot cook's distance
abline(h = 4*mean(cooksd, na.rm=T), col="red")  # add cutoff line
text(x=1:length(cooksd)+1, y=cooksd, labels=ifelse(cooksd>4*mean(cooksd, na.rm=T),names(cooksd),""), co
```

# **Outliers by Cooks distance**



### **Tibbles**

A tibble is a special kind of data.frame used by dplyr and other packages of the tidyverse. Tidyverse is a set of packages for data science that work in harmony because they share common data representations and API design. When a data.frame is turned into a tibble its class will change.

```
class(Ecommerce_data)

## [1] "data.table" "data.frame"

Ecommerce_data<- tbl_df(Ecommerce_data)

## Warning: `tbl_df()` is deprecated as of dplyr 1.0.0.

## Please use `tibble::as_tibble()` instead.

## This warning is displayed once every 8 hours.

## Call `lifecycle::last_warnings()` to see where this warning was generated.

class(Ecommerce_data)

## [1] "tbl df" "tbl" "data.frame"</pre>
```

#### **Data Overview**

```
## Rows: 12,330
## Columns: 18
## $ Administrative
                       <int> 0, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 0, 0...
## $ Administrative_Duration <dbl> 0, 0, -1, 0, 0, 0, -1, -1, 0, 0, 0, 0, 0...
## $ Informational
                       ## $ Informational_Duration <dbl> 0, 0, -1, 0, 0, 0, -1, -1, 0, 0, 0, 0, 0...
                       <int> 1, 2, 1, 2, 10, 19, 1, 1, 2, 3, 3, 16, 7, 6...
## $ ProductRelated
## $ ProductRelated_Duration <dbl> 0.000000000, 64.000000000, -1.000000000, 2....
## $ BounceRates
                       <dbl> 0.200000000, 0.000000000, 0.200000000, 0.05...
## $ ExitRates
                       <dbl> 0.200000000, 0.100000000, 0.200000000, 0.14...
## $ PageValues
                       ## $ SpecialDay
                       <dbl> 0.0, 0.0, 0.0, 0.0, 0.0, 0.0, 0.4, 0.0, 0.8...
## $ Month
                       <int> 1, 2, 4, 3, 3, 2, 2, 1, 2, 2, 1, 1, 1, 2, 3...
## $ OperatingSystems
## $ Browser
                       <int> 1, 2, 1, 2, 3, 2, 4, 2, 2, 4, 1, 1, 1, 5, 2...
## $ Region
                       <int> 1, 1, 9, 2, 1, 1, 3, 1, 2, 1, 3, 4, 1, 1, 3...
## $ TrafficType
                       <int> 1, 2, 3, 4, 4, 3, 3, 5, 3, 2, 3, 3, 3, 3, 3...
                       ## $ VisitorType
## $ Weekend
                       <int> 1, 1, 1, 1, 2, 1, 1, 2, 1, 1, 1, 1, 1, 1, 1...
## $ Revenue
```