

Lead Scoring Subjective Q&A

1. Which are the top three variables in your model that contribute most towards the probability of a lead getting converted?

Ans:-

The above features are highly impacted towards the result.

- Total Time on Website
- Total Visits
- Lead Source with elements Olark Chat

2. 1. What are the top 3 categorical/dummy variables in the model that should be focused the most on to increase the probability of lead conversion?

Ans:-

The top 3 Categorical/dummy variables to increase the Probability are:

- Lead Source with elements Olark Chat
- Last Activity with elements SMS Sent
- Last Activity Others.

3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as many of such people as possible. Suggest a good strategy they should employ at this stage.

Ans:-

The good strategy to employ at this stage to make almost all the potential leads converted is to focus on below Continuous and Categories or dummy variables as these features are impacting more on potential leads to be converted.

- Total Time on Website
- Total Visits
- Lead Source with elements Olark Chat
- Last Activity with elements SMS Sent

And not to give more importance to the below Categorical Variables. Because its Coefficient value shows negative values these variables have a very low chance of getting converted for which you don't have to utilize your effort as our goal is to make most of the customers converted.

- Lead Origin API
- Lead Origin Landing Page Submission
- Lead Origin Lead Import
- Last Activity Email Bounced
- Last Activity Olark Chat Conversation

4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company aims to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Ans:-

- In this situation, the company has to introduce some new things like Auto response email, so that people can get immediate response.
- Also can use Chatboat on the website, so that people will be more interested to know about the company and that chatboats can provide all the common required info.
- These strategies can be used with customers who have a very high chance of buying the course.