

# Customer Segmentation

June 14, 2020

## 1 Reading Dataset

```
[3]: #we are using pandas library to read our dataset
import pandas as pd
data=pd.read_csv('Mall_Customers.csv')
#read_csv function of pandas library reads the csv (comma separated values)
    ↳file
```

## 2 Exploring Dataset

```
[4]: data.head()
#head function returns the first 5 rows of dataset
#we got 5 columns in this dataset in which it specifies the details of each
    ↳customer like its age,gender,annual income in K$
#and spending score in the mall
```

```
[4]:
```

|   | CustomerID | Gender | Age | Annual Income (k\$) | Spending Score (1-100) |
|---|------------|--------|-----|---------------------|------------------------|
| 0 | 1          | Male   | 19  | 15                  | 39                     |
| 1 | 2          | Male   | 21  | 15                  | 81                     |
| 2 | 3          | Female | 20  | 16                  | 6                      |
| 3 | 4          | Female | 23  | 16                  | 77                     |
| 4 | 5          | Female | 31  | 17                  | 40                     |

```
[5]: data.info()
#As you can see there are 4 integers and 1 object datatypes present and no null
    ↳values
#so we dont have missing values in data
```

```
<class 'pandas.core.frame.DataFrame'>
RangeIndex: 200 entries, 0 to 199
Data columns (total 5 columns):
#   Column                Non-Null Count  Dtype
---  -
0   CustomerID            200 non-null   int64
1   Gender                200 non-null   object
2   Age                   200 non-null   int64
```

```

3   Annual Income (k$)      200 non-null    int64
4   Spending Score (1-100)  200 non-null    int64
dtypes: int64(4), object(1)
memory usage: 7.9+ KB

```

```

[6]: data.describe()
#As you can see this is the description of our data which included
→count,mean,standard-deviation,minimum and maximum value
#for each attribute

```

```

[6]:      CustomerID      Age  Annual Income (k$)  Spending Score (1-100)
count  200.000000  200.000000      200.000000      200.000000
mean    100.500000   38.850000      60.560000      50.200000
std     57.879185   13.969007      26.264721      25.823522
min      1.000000   18.000000      15.000000      1.000000
25%     50.750000   28.750000      41.500000      34.750000
50%    100.500000   36.000000      61.500000      50.000000
75%    150.250000   49.000000      78.000000      73.000000
max     200.000000   70.000000     137.000000      99.000000

```

### 3 Data Visualization

```

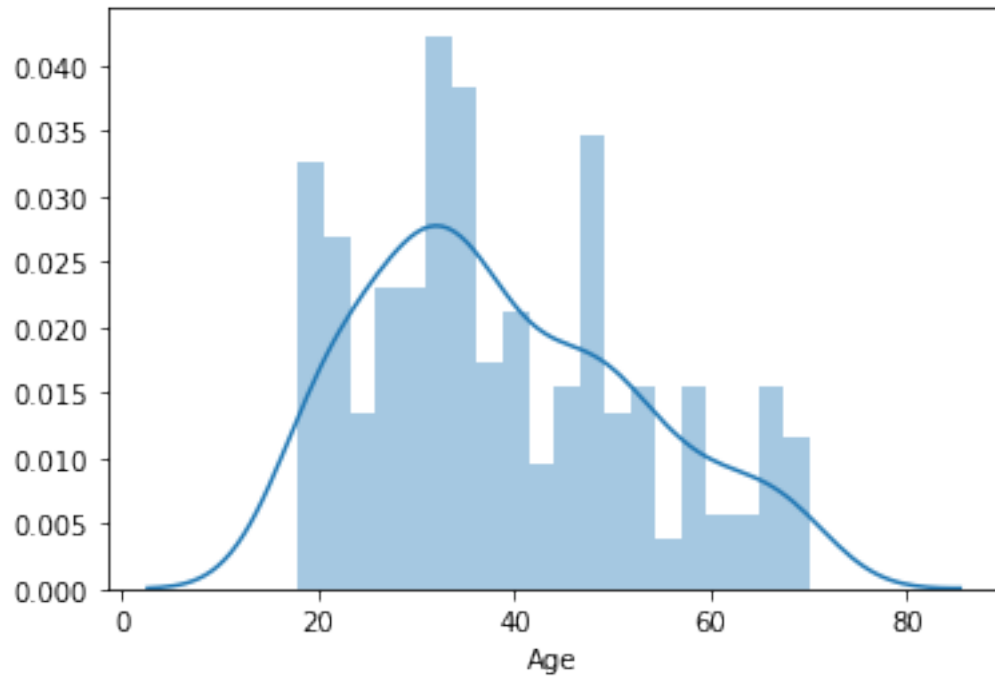
[7]: #seaborn library is used for data visualization
import seaborn as sns
sns.distplot(data['Age'],bins=20)
#Distplot used to plot univariate distribution.
#this distplot is showing the distribution of age in dataset
#as you can see age of around 20 to 50 are more in dataset

```

```

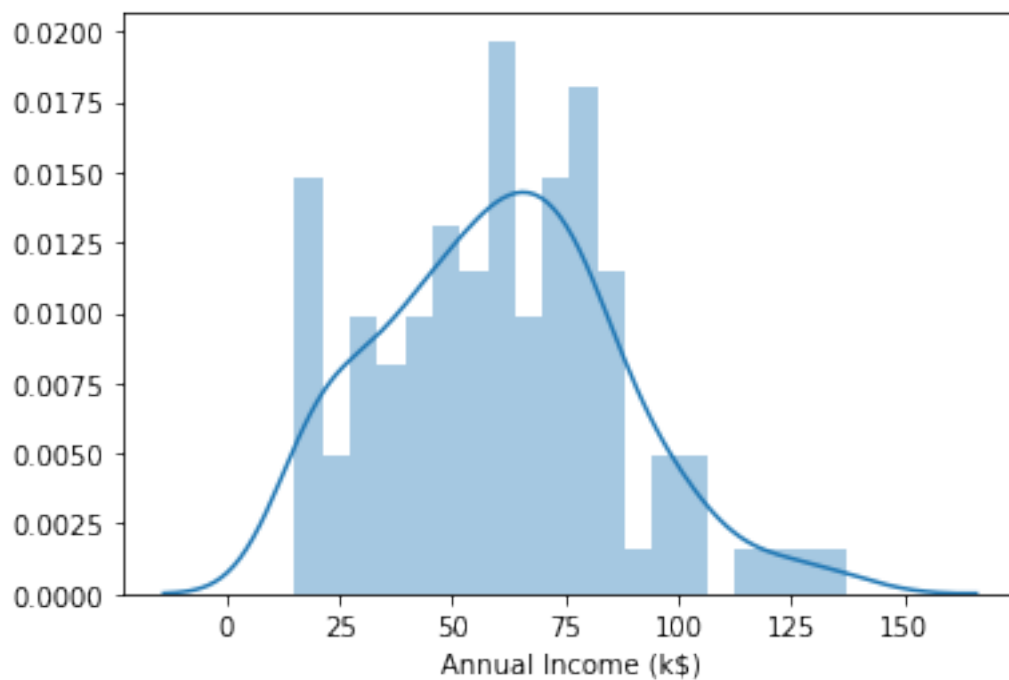
[7]: <matplotlib.axes._subplots.AxesSubplot at 0x22354bac648>

```



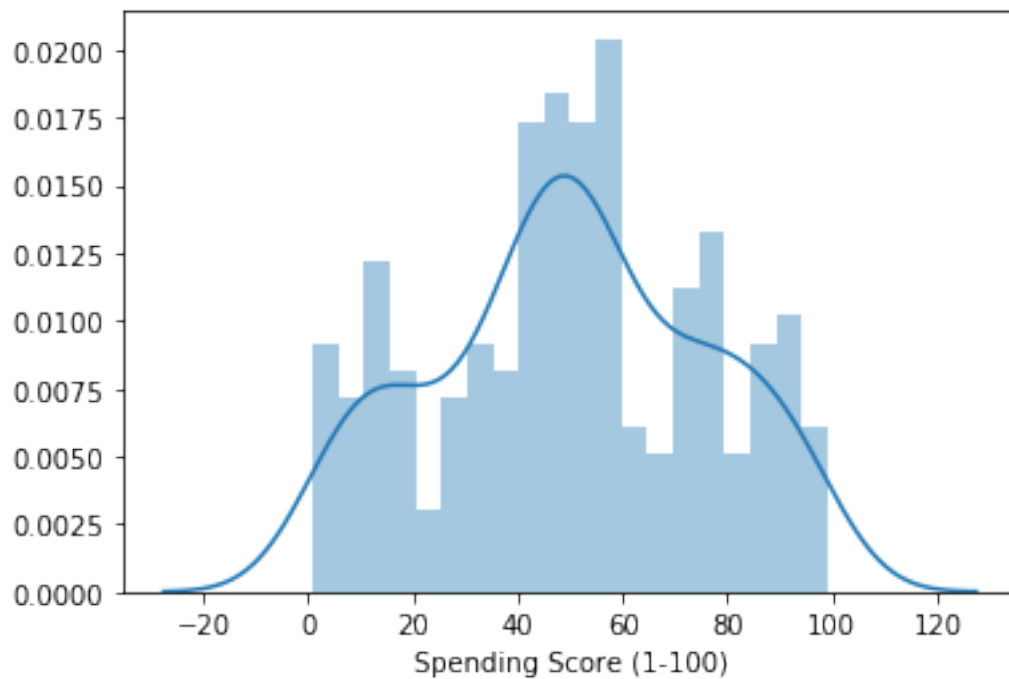
```
[8]: sns.distplot(data['Annual Income (k$)'],bins=20)
      #this is the distribution plot for annual income in thousands of dollars .
      #as you can see there are more people earning between 15K to 90K
```

```
[8]: <matplotlib.axes._subplots.AxesSubplot at 0x22354311608>
```



```
[9]: sns.distplot(data['Spending Score (1-100)'],bins=20)
#this is the distribution of spending score of customers,there are more
↳customers in 40 to 60 points
#but we cant even neglect other range of spending score because that range is
↳also showing significant number of customers
```

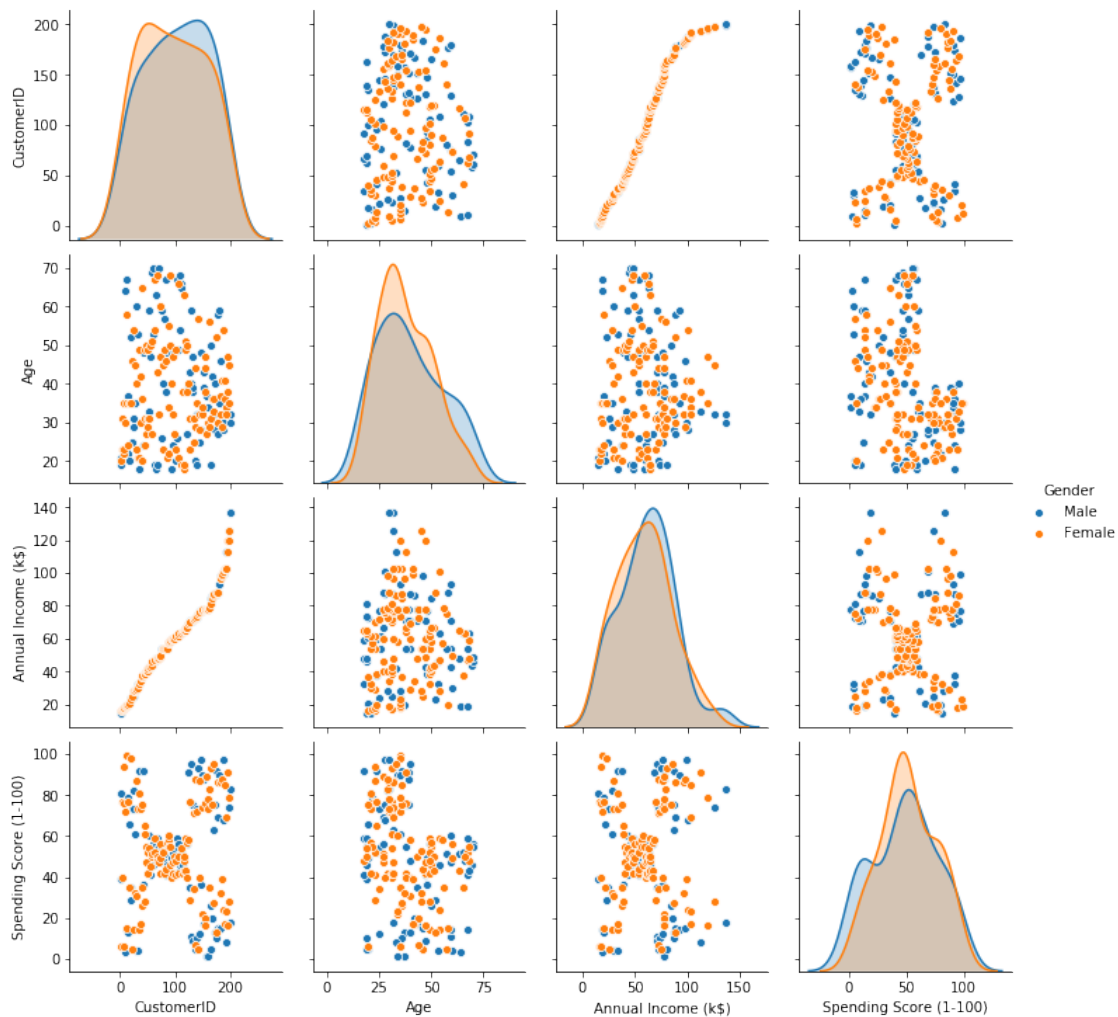
```
[9]: <matplotlib.axes._subplots.AxesSubplot at 0x22354d81e88>
```



```
[10]: sns.pairplot(data,hue='Gender')
#this is the seaborn pairplot which plots the graph for each feature with all
↳the features of the dataset
#we used the hue parameter as gender ,this will select unique values in gender
↳and plot the graph with respect to that unique
#values
#as we can see we got two unique elements in gender feature as male and female,
↳on basis of these two elements the graph is
#plotted
#in here red is for female and blue is for male
#first conclusion - as you can see more red dots then blue dots everywhere in
↳the graph,which shows females spends more than
#men in this dataset of mall customers
```

```
#second conclusion - if you see the age vs Spending score graph,you will notice
↳that the people of 15 to 55 years of age are
#spending more than other ages
#third conclusion - if you see annual income vs spending score graph,womens who
↳earn in between 45K to 70K are mostly spending
#in between 40 to 60 score
```

```
[10]: <seaborn.axisgrid.PairGrid at 0x22354e2bb48>
```



## 4 KMeans Clustering

```
[11]: #Clustering is to form groups in dataset such that data of all same features
↳come in same groups.
#Select all combinations of features
```

```

#1-Age and Spending-score
#2-Annual-income and Spending-score
#3-Age,Annual-income and Spending-score
#Find the optimal number of clusters by elbow point

```

```

[12]: #we are using sklearn library for modelling the kmeans clustering model
#first we are going to predict with respect to age and spending score and try
    ↳ to find out some conclusion
from sklearn.cluster import KMeans
#getting age and spending score out of dataset in new variable data1
data1=data[['Age','Spending Score (1-100)']].values
#error list will contain all the inertia value of different number of clusters,
    ↳ this will help to get the elbow point which
#help to get the optimal number of clusters
#less the inertia more the dense your cluster
error=[]
for n in range(1,10):
    model=KMeans(n_clusters=n,init='k-means++',tol=0.0001)
    model.fit(data1)
    error.append(model.inertia_)
error
#these are the inertia values of 1 to 9 number of clusters

```

```

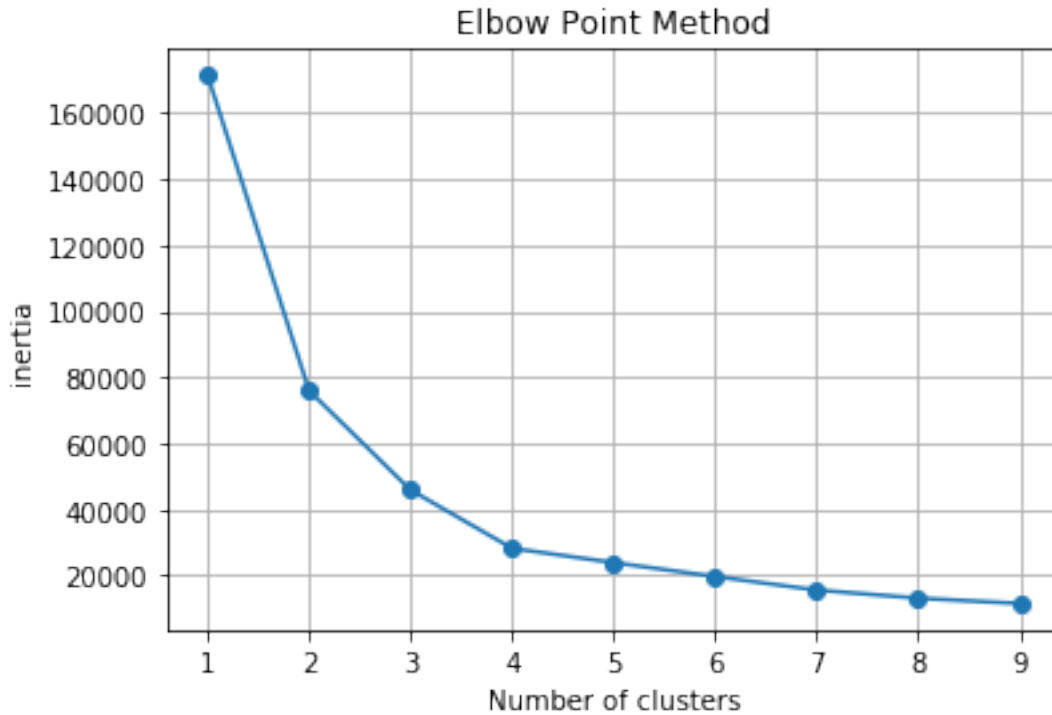
[12]: [171535.5,
75949.15601023017,
45840.67661610867,
28165.58356662934,
23829.93187994801,
19620.084771357673,
15514.19313435103,
13054.172145982673,
11453.718049229354]

```

```

[13]: #matplotlib library is also used for plotting graphs
import matplotlib.pyplot as plt
plt.plot(range(1,10),error,marker='o',linestyle='--')
plt.grid()
plt.xlabel('Number of clusters')
plt.ylabel('inertia')
plt.title('Elbow Point Method')
plt.show()

```



[14]: *#As you can see in above graph after 4, the change in graph is actually very less so this is the elbow point*  
*#Less the inertia more the dense your cluster ,so this is the optimal number of clusters*

[15]: *#preparing model with KMeans method with various parameter like n\_clusters which specifies number of clusters ,init in which i initialized with k-means++ which selects the initial centroids in such a way to fasten up convergence,tol is the tolerance*  
`model1=KMeans(n_clusters=4,init='k-means++',tol=0.0001)`  
*#fit\_predict method form the clusters and also returns the cluster index*  
`predict=model1.fit_predict(data1)`  
*#this is my predicted output,as number of cluster is 4 and they are indexed as 0,1,2 and 3 .*  
*#so my first datapoint lies in cluster 0 and so on...*  
`predict`

[15]: `array([3, 1, 0, 1, 3, 1, 0, 1, 0, 1, 0, 1, 0, 1, 0, 1, 3, 3, 0, 1, 3, 1,  
0, 1, 0, 1, 0, 3, 0, 1, 0, 1, 0, 1, 0, 1, 0, 1, 0, 1, 2, 1, 2, 3,  
0, 3, 2, 3, 3, 3, 2, 3, 3, 2, 2, 2, 2, 2, 3, 2, 2, 3, 2, 2, 2, 3,  
2, 2, 3, 3, 2, 2, 2, 2, 2, 3, 2, 3, 3, 2, 2, 3, 2, 2, 3, 2, 2, 3,  
3, 2, 2, 3, 2, 3, 3, 3, 2, 3, 2, 3, 3, 2, 2, 3, 2, 3, 2, 2, 2, 2,  
2, 3, 3, 3, 3, 3, 2, 2, 2, 2, 3, 3, 3, 1, 3, 1, 2, 1, 0, 1, 0, 1,`

```

3, 1, 0, 1, 0, 1, 0, 1, 0, 1, 3, 1, 0, 1, 2, 1, 0, 1, 0, 1, 0, 1,
0, 1, 0, 1, 0, 1, 2, 1, 0, 1, 0, 1, 0, 1, 0, 3, 0, 1, 0, 1, 0, 1,
0, 1, 0, 1, 0, 1, 0, 1, 3, 1, 0, 1, 0, 1, 0, 1, 0, 1, 0, 1, 0, 1,
0, 1])

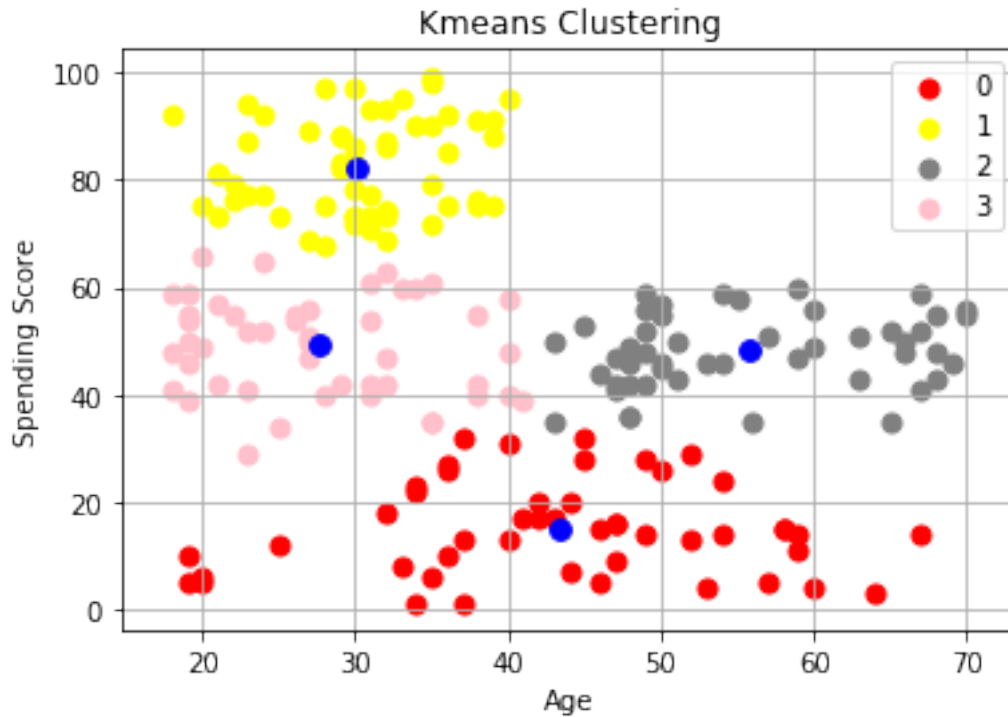
```

```

[16]: #now i am plotting the clusters with it index and using matplotlib to plot
plt.scatter(data1[predict == 0, 0], data1[predict == 0, 1], s = 50, c = 'red',
    ↳label = '0')
plt.scatter(data1[predict == 1, 0], data1[predict == 1, 1], s = 50, c =
    ↳'yellow', label = '1')
plt.scatter(data1[predict == 2, 0], data1[predict == 2, 1], s = 50, c = 'grey',
    ↳label = '2')
plt.scatter(data1[predict == 3, 0], data1[predict == 3, 1], s = 50, c = 'pink',
    ↳label = '3')
#cluster_centers_ will give me all centers of all clusters
center=model1.cluster_centers_
#all blue color dots are the centroids of all clusters
plt.scatter(x=center[:,0],y=center[:,1],s=60,c='blue')
plt.grid()
#this is to specify x and y labels
plt.xlabel('Age')
plt.ylabel('Spending Score')
plt.title('Kmeans Clustering')
#legend method is used to show the label which are specified in scatter method
plt.legend()
#show method to show the plot
plt.show()
#now if you see people of age 40 and lesser comes in all ranges of spending
    ↳score
#and above 40 years people shop between 0 to 60
#Conclusion - cluster 1 will be your customers who spends a lot and you dont
    ↳want to lose them
#Conclusion -cluster 2 and 3 will be the customers who spends around 40 to 60
    ↳but you can target these customers to make
# them spend more
#conclusion -cluster 0 will be the normal customers who spends less than others

```



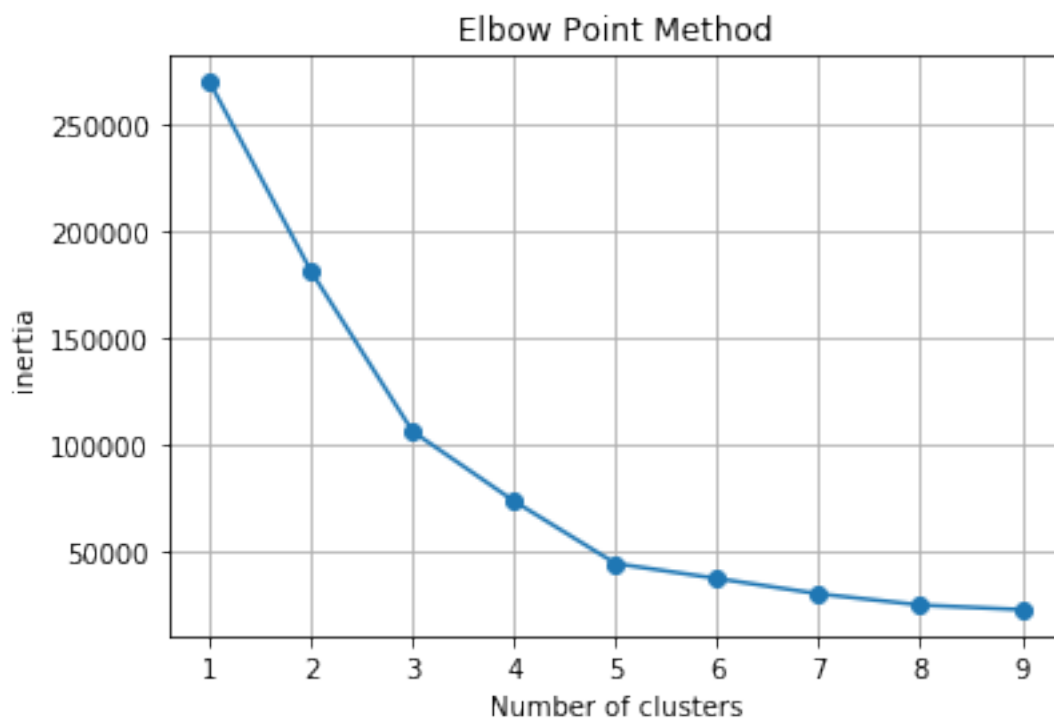


```
[17]: #now we will apply clustering on annual income and spending score and try to
      ↳ get some important information out of it
      #getting annual income and spending score from original dataset to a new
      ↳ variable
data2=data[['Annual Income (k$)','Spending Score (1-100)']].values
#error1 list will contains the inertia values of all clusters ,this will help
↳ in plotting graph which eventually help in
#finding the optimal number of clusters
error1=[]
for n in range(1,10):
    model2=KMeans(n_clusters=n,init='k-means++',tol=0.0001)
    model2.fit(data2)
    error1.append(model2.inertia_)
error1
```

```
[17]: [269981.28,
      181363.59595959596,
      106348.37306211118,
      73679.78903948834,
      44448.45544793371,
      37442.24745037571,
      30273.394312070042,
      25044.967764018926,
```

22856.45429537046]

```
[18]: #now we have to plot the graph for elbow point method to find the optimal
      ↪ number of clusters
      plt.plot(range(1,10),error1,marker='o',linestyle='-')
      plt.xlabel('Number of clusters')
      plt.ylabel('inertia')
      plt.title('Elbow Point Method')
      plt.grid()
      plt.show()
      #as you can see after 5 there is not much difference in line, so 5 is the
      ↪ optimal number of clusters
```



```
[19]: #now we are going to fit and predict the model and then plot our clusters and
      ↪ try to get some information out of it
      model3=KMeans(n_clusters=5,init='k-means++',tol=0.0001)
      predict1=model3.fit_predict(data2)
      predict1
      #as there are 5 clusters you can see cluster index as 0,1,2,3 and 4, now we
      ↪ will plot them to get some informatin out of it
```

```
[19]: array([2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0,  
            2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 0, 2, 4,
```

```

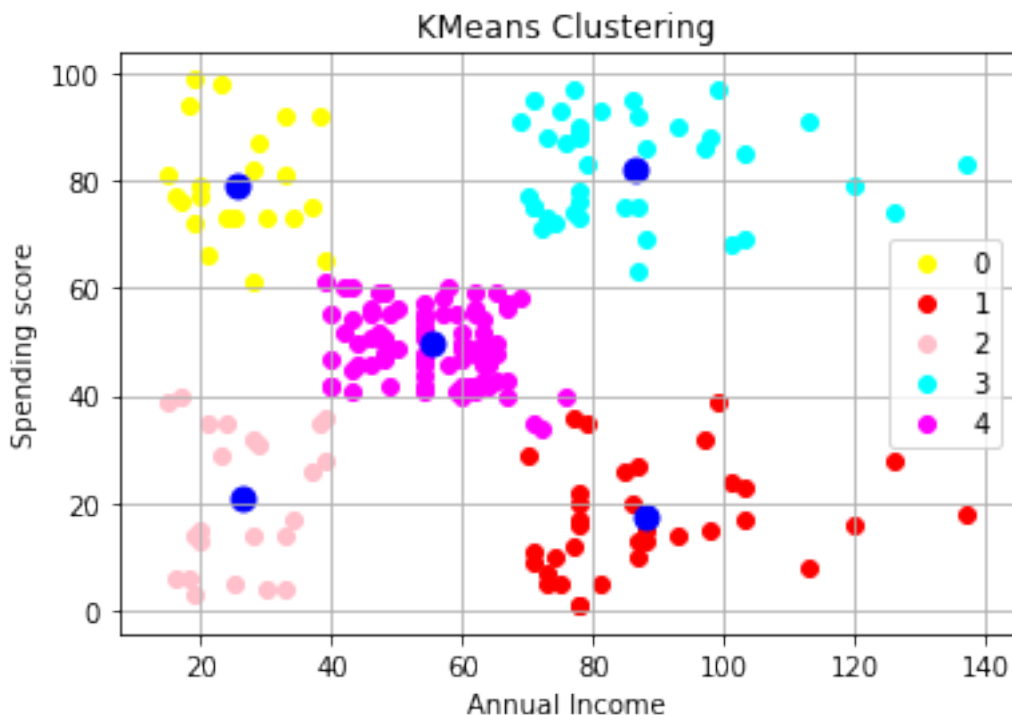
2, 0, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,
4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,
4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,
4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 3, 1, 3, 4, 3, 1, 3, 1, 3,
4, 3, 1, 3, 1, 3, 1, 3, 1, 3, 4, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3,
1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3,
1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3, 1, 3,
1, 3])

```

```

[20]: plt.scatter(data2[predict1==0,0],data2[predict1==0,1],c='yellow',label='0')
plt.scatter(data2[predict1==1,0],data2[predict1==1,1],c='red',label='1')
plt.scatter(data2[predict1==2,0],data2[predict1==2,1],c='pink',label='2')
plt.scatter(data2[predict1==3,0],data2[predict1==3,1],c='cyan',label='3')
plt.scatter(data2[predict1==4,0],data2[predict1==4,1],c='magenta',label='4')
center1=model3.cluster_centers_
plt.scatter(center1[:,0],center1[:,1],s=80,c='blue')
plt.legend()
plt.xlabel('Annual Income')
plt.ylabel('Spending score')
plt.title('KMeans Clustering')
plt.grid()
plt.show()

```



```
[19]: #now by seeing plot the customers of cluster 0 and 3 are premium customers
      ↳which you dont want to lose in any condition
      #cluster 4 will be your target customers and you want them to spend more
      #cluster 2 and 1 are your usual customer ,and they are important because
      ↳annually they can make a difference in sales but
      #your buisness strategy should not wholly depend on them
      #but we can actually target cluster 3 people because as they are earning more
      ↳than 75K and some are even crossing 100K
```

```
[21]: #now we are going to select all three parameters- age , annual income and
      ↳spending score and try to get out some conclusion
      #create a new parameter for my new array of values
      data3=data[['Age', 'Annual Income (k$)', 'Spending Score (1-100)']].values
      data3
```

```
[21]: array([[ 19,  15,  39],
             [ 21,  15,  81],
             [ 20,  16,   6],
             [ 23,  16,  77],
             [ 31,  17,  40],
             [ 22,  17,  76],
             [ 35,  18,   6],
             [ 23,  18,  94],
             [ 64,  19,   3],
             [ 30,  19,  72],
             [ 67,  19,  14],
             [ 35,  19,  99],
             [ 58,  20,  15],
             [ 24,  20,  77],
             [ 37,  20,  13],
             [ 22,  20,  79],
             [ 35,  21,  35],
             [ 20,  21,  66],
             [ 52,  23,  29],
             [ 35,  23,  98],
             [ 35,  24,  35],
             [ 25,  24,  73],
             [ 46,  25,   5],
             [ 31,  25,  73],
             [ 54,  28,  14],
             [ 29,  28,  82],
             [ 45,  28,  32],
             [ 35,  28,  61],
             [ 40,  29,  31],
             [ 23,  29,  87],
             [ 60,  30,   4],
             [ 21,  30,  73],
```

[ 53, 33, 4],  
[ 18, 33, 92],  
[ 49, 33, 14],  
[ 21, 33, 81],  
[ 42, 34, 17],  
[ 30, 34, 73],  
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[ 24, 38, 92],  
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[ 39, 78, 88],  
[ 44, 78, 20],  
[ 38, 78, 76],  
[ 47, 78, 16],  
[ 27, 78, 89],  
[ 37, 78, 1],  
[ 30, 78, 78],  
[ 34, 78, 1],  
[ 30, 78, 73],  
[ 56, 79, 35],  
[ 29, 79, 83],  
[ 19, 81, 5],  
[ 31, 81, 93],  
[ 50, 85, 26],  
[ 36, 85, 75],  
[ 42, 86, 20],  
[ 33, 86, 95],  
[ 36, 87, 27],  
[ 32, 87, 63],  
[ 40, 87, 13],  
[ 28, 87, 75],  
[ 36, 87, 10],

```

[ 36,  87,  92],
[ 52,  88,  13],
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[ 27,  88,  69],
[ 59,  93,  14],
[ 35,  93,  90],
[ 37,  97,  32],
[ 32,  97,  86],
[ 46,  98,  15],
[ 29,  98,  88],
[ 41,  99,  39],
[ 30,  99,  97],
[ 54, 101,  24],
[ 28, 101,  68],
[ 41, 103,  17],
[ 36, 103,  85],
[ 34, 103,  23],
[ 32, 103,  69],
[ 33, 113,   8],
[ 38, 113,  91],
[ 47, 120,  16],
[ 35, 120,  79],
[ 45, 126,  28],
[ 32, 126,  74],
[ 32, 137,  18],
[ 30, 137,  83]], dtype=int64)

```

```

[22]: #apply same procedure to get the optimal number of clusters
error2=[]
for i in range(1,10):
    model3=KMeans(n_clusters=i,init='k-means++',tol=0.0001)
    model3.fit(data3)
    error=model3.inertia_
    error2.append(error)
error2

```

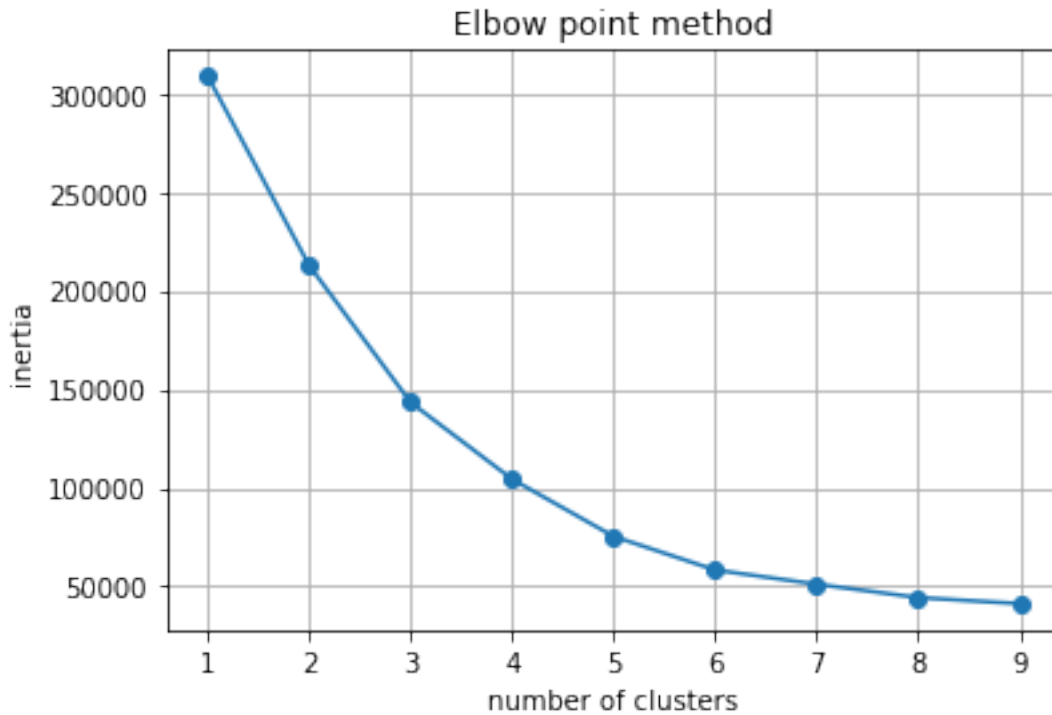
```

[22]: [308812.78,
212840.16982097185,
143342.751571706,
104366.15145556198,
75350.77917248776,
58300.44332159069,
51098.58740856844,
44307.87341670445,
41236.418685624725]

```



```
[23]: plt.plot(range(1,10),error2,marker='o',linestyle='-')
plt.grid()
plt.xlabel('number of clusters')
plt.ylabel('inertia')
plt.title('Elbow point method')
plt.show()
```



```
[24]: #as you can see there is no much difference after 6 , 6 is our optimal number_
      ↳ of cluster
model4=KMeans(n_clusters=6,init='k-means++',tol=0.0001)
predict2=model4.fit_predict(data3)
predict2
```

```
[24]: array([2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5,
        2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 2, 5, 0, 5, 0, 3,
        2, 5, 0, 3, 3, 3, 0, 3, 3, 0, 0, 0, 0, 0, 3, 0, 0, 3, 0, 0, 0, 3,
        0, 0, 3, 3, 0, 0, 0, 0, 0, 3, 0, 3, 3, 0, 0, 3, 0, 0, 3, 0, 0, 3,
        3, 0, 0, 3, 0, 3, 3, 3, 0, 3, 0, 3, 3, 0, 0, 3, 0, 3, 0, 0, 0, 0,
        0, 3, 3, 3, 3, 3, 0, 0, 0, 0, 3, 3, 3, 1, 3, 1, 4, 1, 4, 1, 4, 1,
        3, 1, 4, 1, 4, 1, 4, 1, 4, 1, 3, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1,
        4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1,
        4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1, 4, 1,
        4, 1])
```

```

[25]: import ipyvolume as ipv
import numpy as np
x=np.array(data3[predict2==0,0])
x=x.astype(float)
y=np.array(data3[predict2==0,1])
y=y.astype(float)
z=np.array(data3[predict2==0,2])
z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='yellow')

x=np.array(data3[predict2==1,0])
x=x.astype(float)
y=np.array(data3[predict2==1,1])
y=y.astype(float)
z=np.array(data3[predict2==1,2])
z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='red')

x=np.array(data3[predict2==2,0])
x=x.astype(float)
y=np.array(data3[predict2==2,1])
y=y.astype(float)
z=np.array(data3[predict2==2,2])
z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='blue')

x=np.array(data3[predict2==3,0])
x=x.astype(float)
y=np.array(data3[predict2==3,1])
y=y.astype(float)
z=np.array(data3[predict2==3,2])
z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='pink')

x=np.array(data3[predict2==4,0])
x=x.astype(float)
y=np.array(data3[predict2==4,1])
y=y.astype(float)
z=np.array(data3[predict2==4,2])
z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='cyan')

x=np.array(data3[predict2==5,0])
x=x.astype(float)
y=np.array(data3[predict2==5,1])
y=y.astype(float)
z=np.array(data3[predict2==5,2])

```

```

z=z.astype(float)
ipv.scatter(x,y,z,marker='sphere',color='orange')

ipv.xlabel('age')
ipv.ylabel('annual income')
ipv.zlabel('spending score')
ipv.show()

```

```

VBox(children=(Figure(camera=PerspectiveCamera(fov=45.0, position=(0.0, 0.0, 2.0), quaternion=

```

```

[ ]: '''Conclusion:-
      yellow is your 0th cluster and they can be your potential customers and most
      ↳ of the customers in this cluster are of age
      ↳ above 40 and there annual income is around 40k to 70k and there spending
      ↳ score is also in mid range of 40 to 60

      red is your 1st cluster and they are your premium customers and these
      ↳ customers are of age around 30 to 50 and
      ↳ there annual income is more than 70k and there spending score is above 60 ,
      ↳ so you dont want to lose these type of customers

      blue is your 2nd cluster and these are usual customers because there age
      ↳ varies from 20 to 70 and there annual income is
      ↳ less than 40 and there spending score is also less than 40

      pink is your 3rd cluster and are similar to 1st cluster except customers in
      ↳ here are young, so they can be potential
      ↳ customer too

      cyan is your 4th cluster and these people also can be your targeted customer
      ↳ because they are of age between 20 to 70 and
      ↳ there annual income is more than 80k but most of these customers spending
      ↳ score is below than 40

      orange is your 5th cluster and these are shopping lovers because there
      ↳ annual income is less than 50k and there spending score
      ↳ is more than 60 and there age is around 20 to 40

      with these conclusions you can make buisness strategies to boost spending
      ↳ score of your customers
      '''

```