

SUMMARY

This analysis is done for X Education and to find ways to get more industry professionals to join their courses. The basic data provided gave us a lot of information about how the potential customers visit the site, the time they spend there, how they reached the site and the conversion rate.

The following are the steps used for data analysis:

1. Cleaning data:

The data was partially clean except for a few null values and the option select had to be replaced with a null value since it did not give us much information. Columns with more than 40% missing values were dropped.

2. EDA:

A quick EDA was done to check the condition of our data. It was found that a lot of elements in the categorical variables were irrelevant. The numeric values seems good and outliers were treated.

3. Dummy Variables:

The dummy variables were created and later on the necessary dummy columns were dropped. For numeric values we used the StandardScaler.

4. Train-Test split:

The split was done at 70% and 30% for train and test data respectively.

5. Model Building:

Firstly, RFE was done to attain the top 15 relevant variables. Later the rest of the variables were removed manually depending on the VIF values and p-value (The variables with $VIF < 5$ and $p\text{-value} < 0.05$ were kept).

6. Model Evaluation:

A confusion matrix was made. Later on the optimum cut off value (using ROC curve) was used to find the accuracy, sensitivity and specificity which came to be around 96% each.

7. Prediction:

Prediction was done on the test data frame and with an optimum cut off as 0.3 with accuracy, sensitivity and specificity of 90%, 81% & 96% respectively.

8. Precision – Recall:

This method was also used to recheck and a cut off of 0.4 was found with Precision around 93% and recall around 84% on the test data frame.

It was found that the variables that mattered the most in the potential buyers are (In descending order):

1. Tags_Closed by Horizzon
2. Tags_Not doing further education
3. Lead Source_Welingak Website
4. Tags_Interested in full time MBA
5. Tags_Lost to EINS
6. Tags_Interested in other courses
7. Tags_Already a student
8. What is your current occupation_Unemployed
9. Tags_Will revert after reading the email
- 10.Tags_Ringing
- 11.Last Activity_SMS Sent.

Keeping these in mind the X Education can flourish as they have a very high chance to get almost all the potential buyers to change their mind and buy their courses.