**Capstone Project Submission**

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| **Team Member’s Name, Email and Contribution:** |
| **Name: -** RUCHIKA NAYAK  **Email ID: -** [nayakruchika1999@gmail.com](mailto:nayakruchika1999@gmail.com)  **Contribution: -**   * + Data Cleaning   + Numerical Column vs. Churn   + Categorical Column vs. Churn   + Correlation matrix   + Outlier detection   + Analysis of features –   + State   + Account Length   + Total time spent and total number of calls   + Total Charges on calls   + Churn   + Total time spent and total number of calls   + Total charges on calls   + International Plan and Voice Mail Plan   + Customer Service Calls |
| **Please paste the GitHub Repo link.** |
| Github Link:- https://github.com/Ruchika810/EDA-Telecom-Churn |
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| **Please write a short summary of your Capstone project and its components. Describe the problem statement, your approaches and your conclusions. (200-400 words)**  In Telecom Industry, Churn is the percentage of subscribers moving from a specific service or a service provider to another in a given period of time. Here we have done the EDA project on Telecom Churn. In this EDA project with twenty datasets. The goals of the project are to get a general understanding of the dataset, analyze, check domain knowledge and get first ideas on topics to investigate.  In first step, data wrangling is performed over the raw data. Further, it is followed by data visualization with the help of various plots like bar plot, histogram, distribution plot, etc.  In the data visualization, it is clearly visible that most of the datasets were not much related to that of Churn. Some of them which are related to Churn are Total charge (day, eve, night and international). Except this columns like State, Account length, Total calls, Total minutes does not affect the Telecom industry.  From numerical features analysis it is also visible that very few people referred to special plans like International plan or Voice mail plan. From Pie chart it is seen that people who have churned, very few customers have called for Customer care service and that too most of them have called only once or twice. And most of those people have account length of 3 to 4 months only.  From categorical features analysis it is known that the categorical features like International Plan, Voice mail plan or Customer service calls does lead the customers to Churn.  Through this EDA project we have seen that 14% customers have churned. And the main reasons for the churn were also discussed. Outliers were also present in every numerical variables. Though 14% of customer churn is not a big deal but important steps should be taken in order to avoid further customer churn. |