

Capstone Project Submission

Project Name- EDA on Telecom Churn

Summary

Customer churn is a major problem and one of the most important concerns for large companies. Due to the direct effect on the revenues of the companies, especially in the telecom field, companies are seeking to develop means to predict potential customer to churn. Therefore, finding factors that increase customer churn is important to take necessary actions to reduce this churn.

Formerly France Telecom S.A., is a French multinational telecommunications corporation. The Orange Telecom's Churn Dataset, consists of cleaned customer activity data (features), along with a churn label specifying whether a customer canceled the subscription. Explore and analyze the data to discover key factors responsible for customer churn and come up with ways/recommendations to ensure customer retention.

Team Member's Name, Email and Contribution:

Sumit Jadhav:- sj47452@gmail.com

Sumit has started with the dataset reading and checking for missing and outlier values after that he checks for the different relationship and correlation among different features. He find out actual behavior of data by means of dependent and independent features.

Rushikesh Shinde:- rushikeshshinde3005@gmail.com

Rushikesh has also started with exploratory data analysis in which he checks for the different relationship between the features. Also work on behavior of data and find out correlation and outliers of the dataset. As well as worked on documentation of the project. Find out Impact of customer service calls on Churn.

Aakash Jadhav:- akashjadhav1912@gmail.com

Aakash worked on data summary. He find out data summary and at the end all information is showed by one overview. He find out in which state have more number of churners as well as with Rushikesh worked on documentation.

Aniket Okate:- okateaniket1998@gmail.com

Aniket study the whole dataset and this information we used for analysis. Then he worked of Area code feature. He find out churned and non churned data in specific Areas using their area codes and concluded 415 area code having more number of costumers are present.

At the end we as a team worked towards the completion of our project in the given time frame and collaborated on our notebooks, we then started working on presentation and then moved towards the technical documentation.

GitHub Repo link

GitHub Link:- <https://github.com/Rushikesh3005/Telecom-churn-analysis>