

Welcome to PhoneNow

Click on the items below to drill into the analysis

Key Performance Indicator

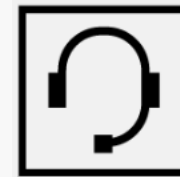
- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Churn Dashboard



- Customer profile
- Account information
- Services

Customer Risk Analysis



- Internet service
- Contract type
- Payment method



Churn Dashboard

7043

Customers at risk

3632

Administration tickets

2955

Technical tickets

\$16.06M

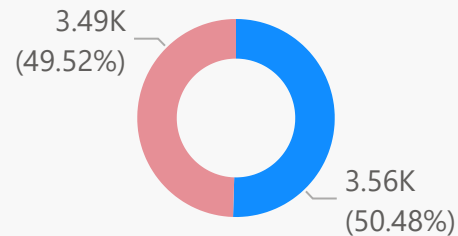
Total charges

\$456.12K

Monthly Charges

Customer profile

gender ● Male ● Female



25%

Senior Citizen

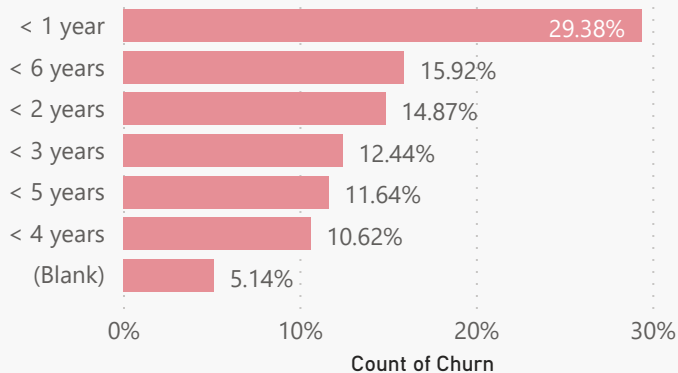
36%

Partner

17%

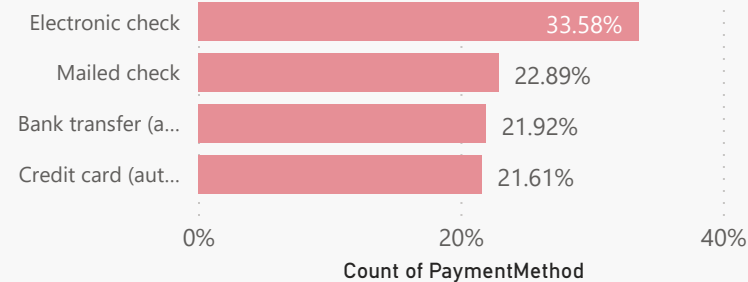
Dependents

Subscription time

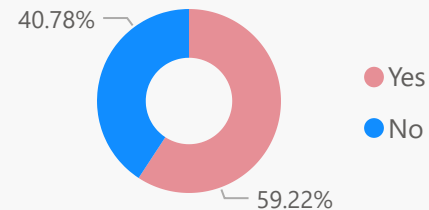


Customer account information

Payment method



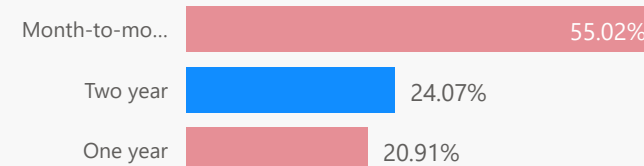
Paperless billing



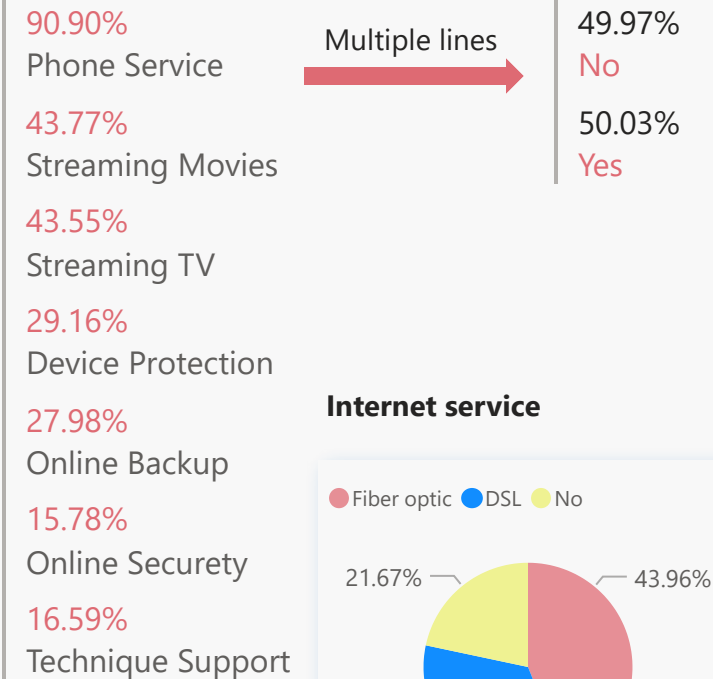
Average charges

\$64.76
Monthly Charges
\$2,283.30044084...
Total Charges

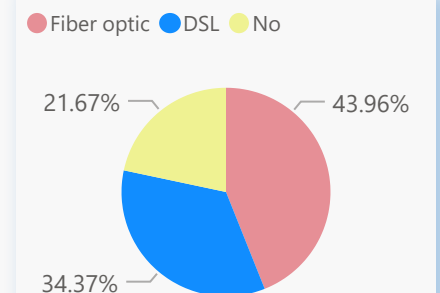
Contract types



Services customers signed up for



Internet service



Next

Customer Risk Analysis

Risk of churn

- ☐ No
☐ Yes

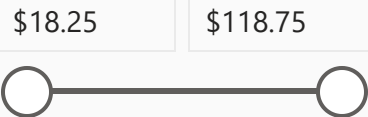
Internet service

- ☐ DSL
☐ Fiber optic
☐ No

Contract type

- ☐ Month-to-month
☐ One year
☐ Two year

Monthly charges



Months subscribed

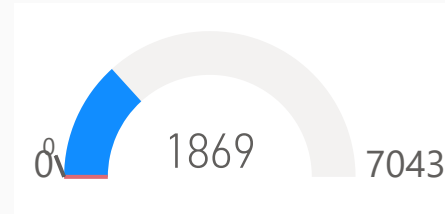


7043

Total customers

26.54%

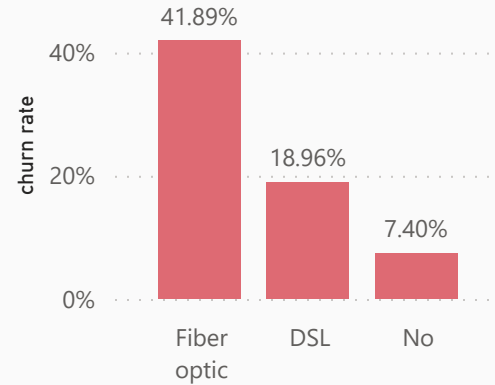
Churn rate



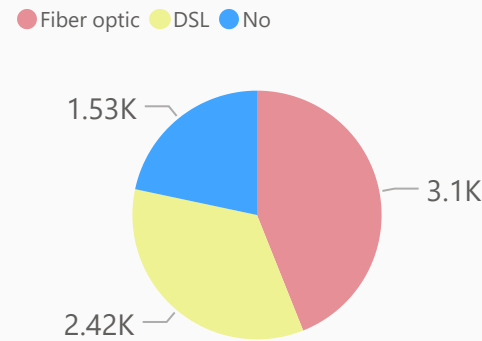
\$16.06M

Yearly charges

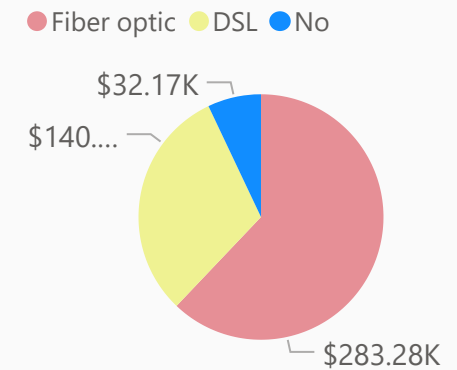
Churn by internet service



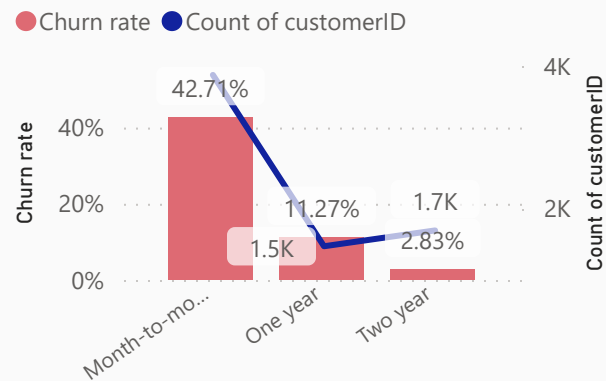
of customers by internet service



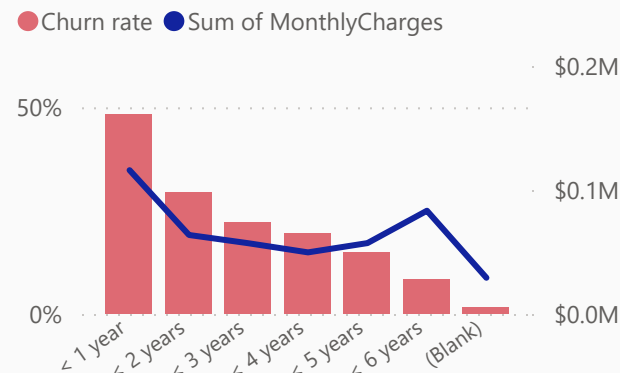
Sum of monthly charges



Churn by contract type



Churn by years of contract



Churn by payment method

