

Lead Scoring - Subjective Questions and Answers

Question_1:

Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

Answer:

The top 3 variables in our model contribute most towards the probability of a lead getting converted are:

1. **Lead Source_Welingak Website**
 2. **Last Notable Activity_Unreachable**
 3. **What is your current occupation_Working Professional**
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Question_2:

What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

Answer:

The top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion are:

1. **Lead Source_Welingak Website**
 2. **Last Notable Activity_Unreachable** - no business sense as it seems like a small flaw in the model.
 3. **What is your current occupation_Working Professional**
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Question_3:

X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

Answer:

The good strategy to employ at this stage to make almost all potentials leads to be converted is to focus on below categories or dummy variables as they hold a tight grip on a potential loead to converted:

1. **Lead Source_Welingak Website**
2. **Last Notable Activity_Unreachable**
3. **What is your current occupation_Working Professional**
4. **Last Activity_Had a Phone Conversation**

5. Lead Origin_Lead Add Form
6. Last Notable Activity_SMS Sent
7. Total Time Spent on Website

And try not to focus on below categories or dummy variables as they lower chances to get converted for which you don't utilize your time as our goal is to make most of the customers converted:

1. Last Activity_Olark Chat Conversation
 2. Lead Source_Google
 3. Lead Source_Referral Sites
 4. Lead Source_Organic Search
 5. Do Not Email
 6. Lead Source_Direct Traffic
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Question_4:

Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Answer:

As we have our recall score 79% , the true relevant result is better hence the useless phone calls will be less. Follow only the **combination of below variables/categories** to minimize the number of useless phone calls

1. Lead Source_Welingak Website
 2. What is your current occupation_Working Professional
 3. Last Activity_Had a Phone Conversation
 4. Lead Origin_Lead Add Form
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