Lead Score Case Study

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Lead Score Case Study for X Education

Problem Statement :

X Education sells online courses to industry professionals. The company markets its courses on several websites and search engines like Google.

Once these people land on the website, they might browse the courses or fill up a form for the course or watch some videos. When these people fill up a form providing their email address or phone number, they are classified to be a lead. Moreover, the company also gets leads through past referrals.

Once these leads are acquired, employees from the sales team start making calls, writing emails, etc. Through this process, some of the leads get converted while most do not. The typical lead conversion rate at X education is around 30%.

Business Goal:

X Education needs help in selecting the most promising leads, i.e. the leads that are most likely to convert into paying customers.

The company needs a model wherein you a lead score is assigned to each of the leads such that the customers with higher lead score have a higher conversion chance and the customers with lower lead score have a lower conversion chance.

The CEO, in particular, has given a ballpark of the target lead conversion rate to be around 80%.

Strategy

Source the data for analysis

Clean and prepare the data

Exploratory Data Analysis

Feature Scaling

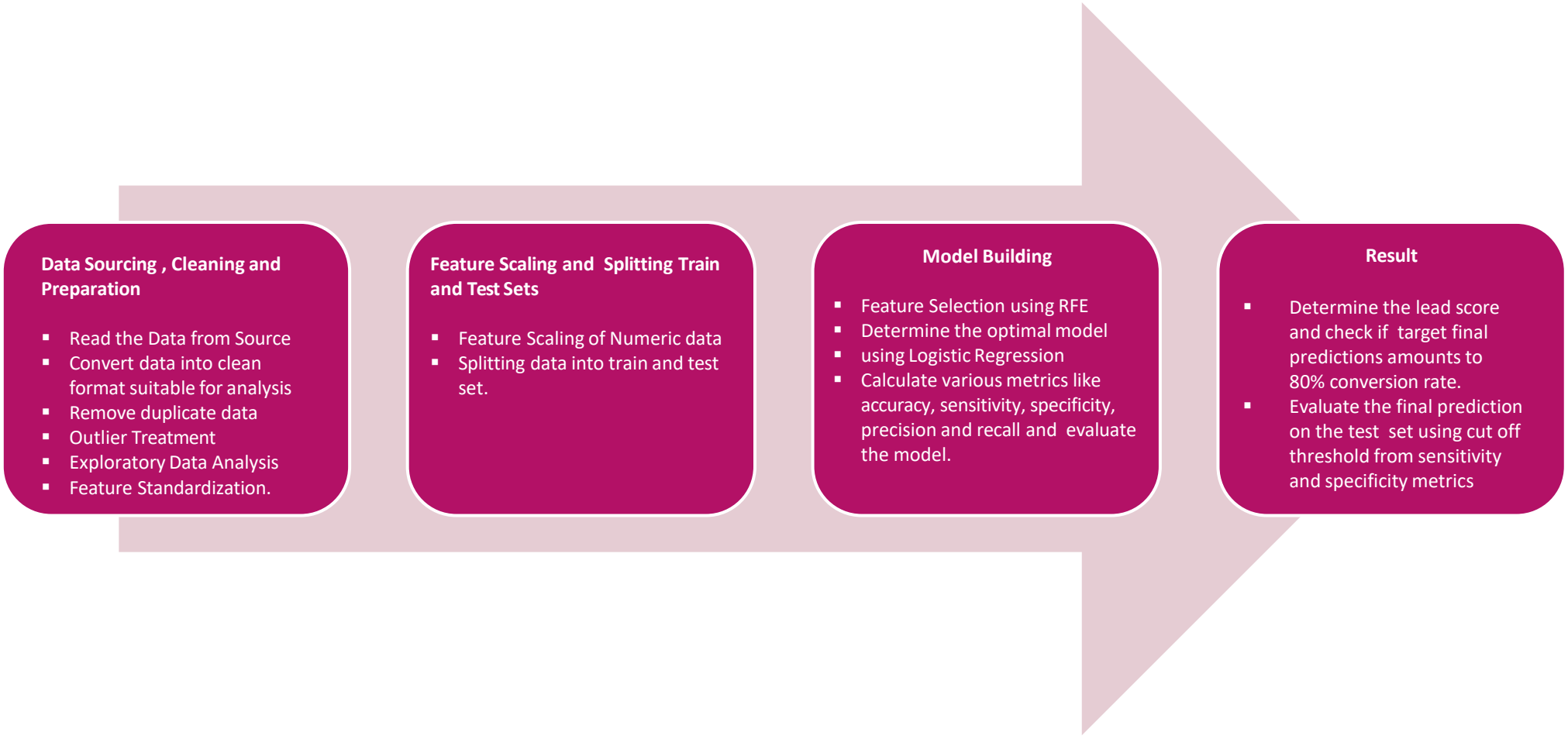
Splitting the data into Test and Train dataset.

Building a logistic Regression model and calculate Lead Score.

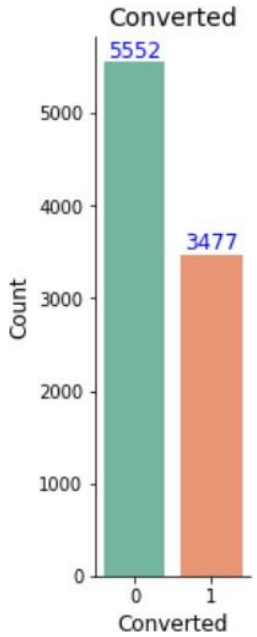
Evaluating the model by using different metrics - Specificity and Sensitivity or Precision and Recall

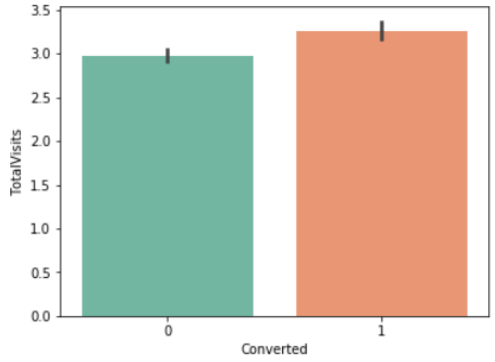
Applying the best model in Test data based on the Sensitivity and Specificity Metrics.

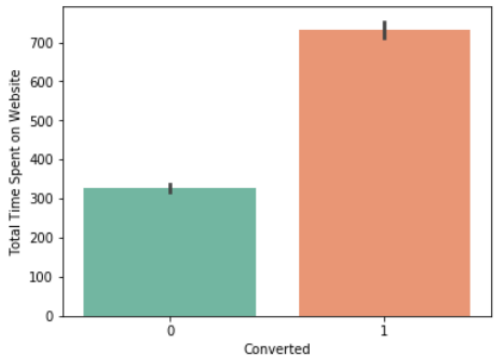
Problem solving methodology

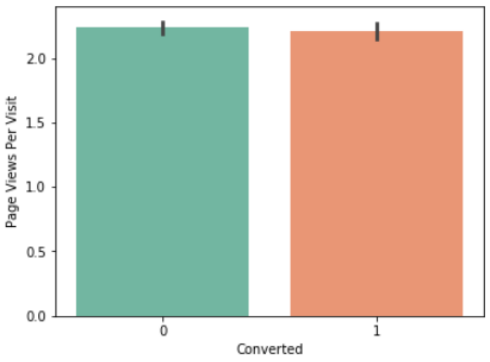


Exploratory Data Analysis



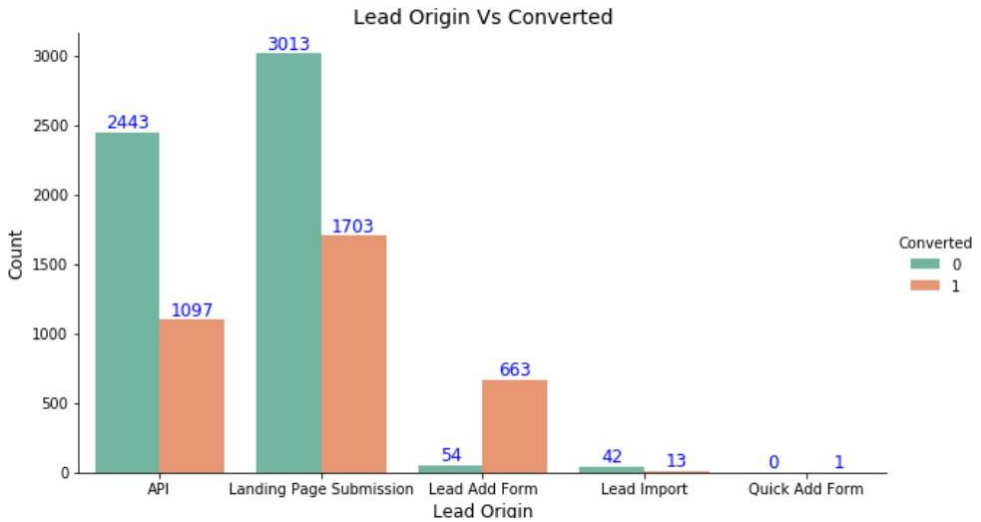




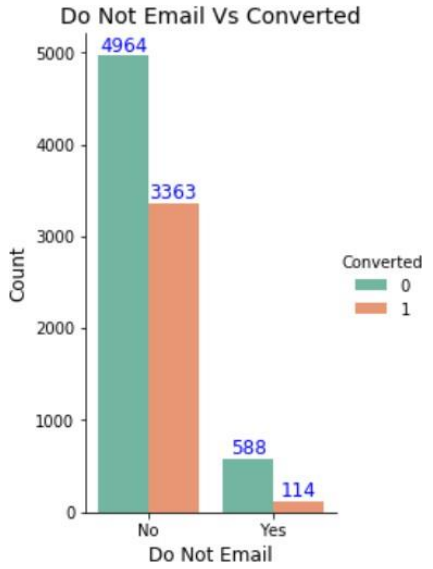


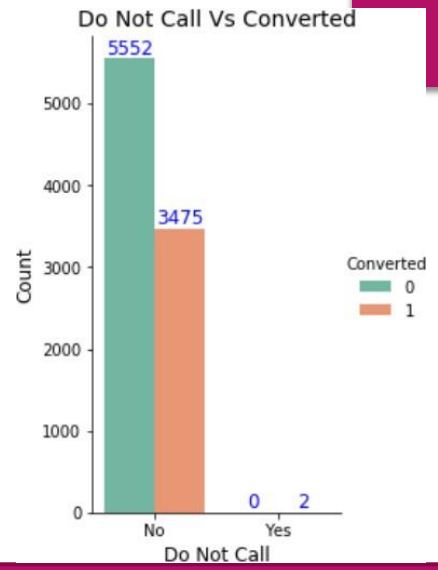
39% Conversion rate in Total

The conversion rates were high for Total Visits, Total Time Spent on Website and Page Views Per Visit

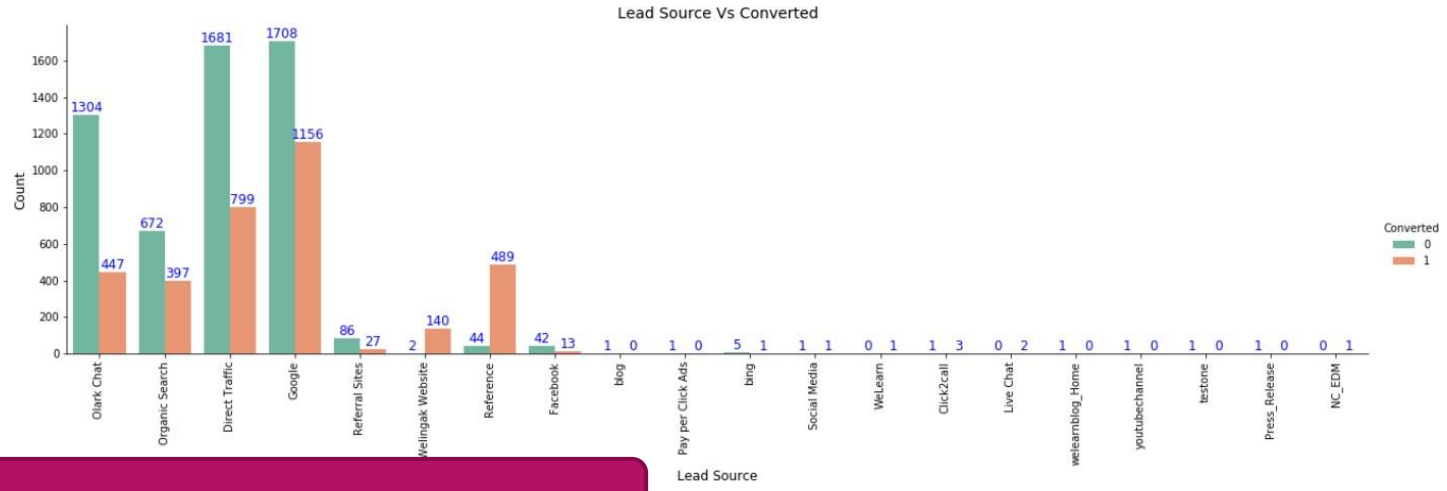


In Lead Origin, maximum conversion happened from Landing Page Submission

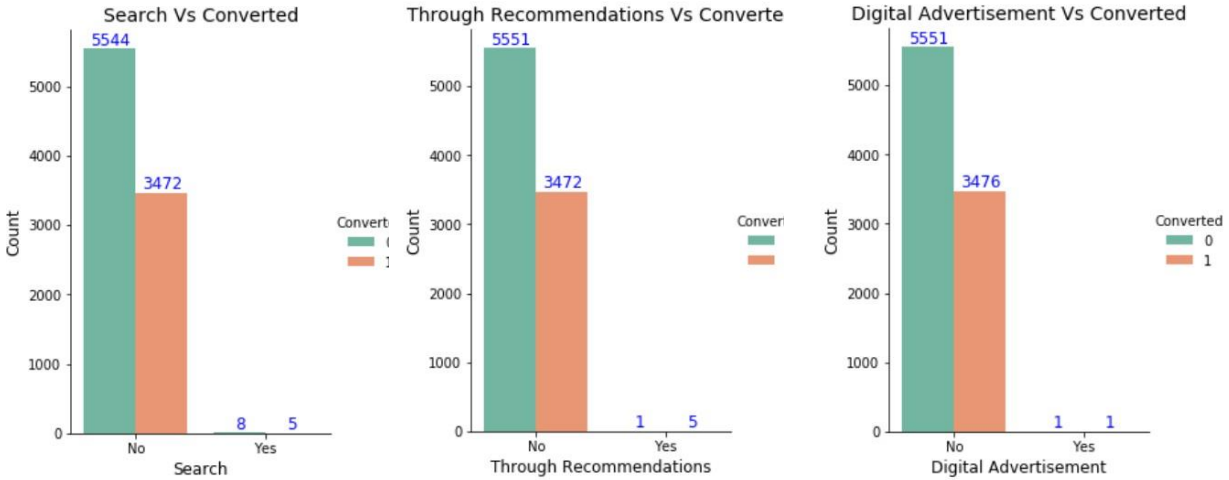




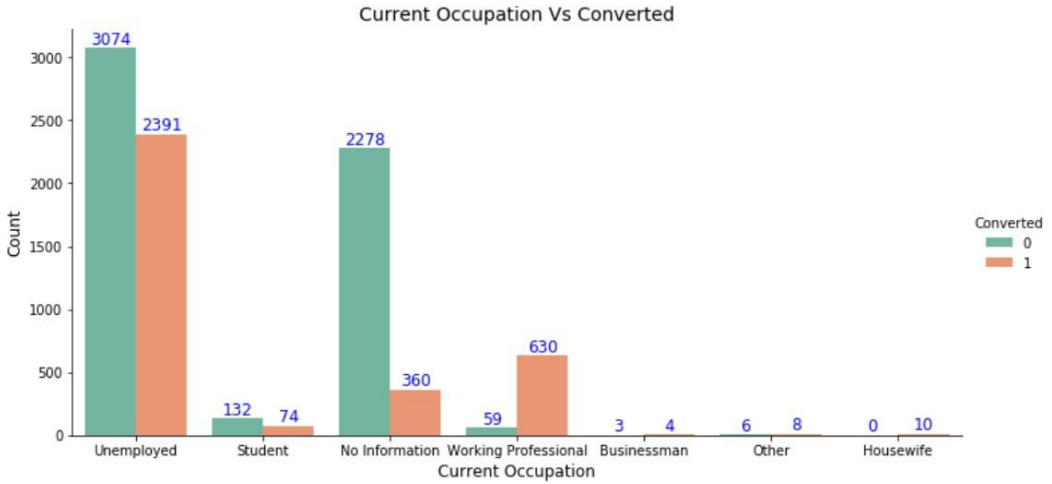
Major conversion has happened from Emails sent and Calls made



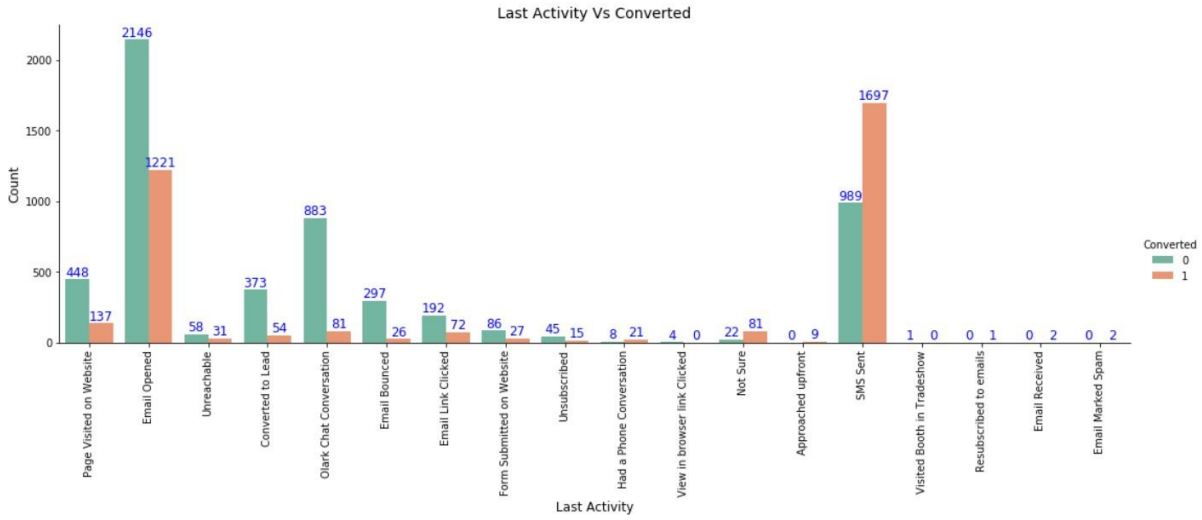
Major conversion in the lead source is from Google



Not much impact on conversion rates through Search, digital advertisements and through recommendations



More conversion happened with people who are unemployed

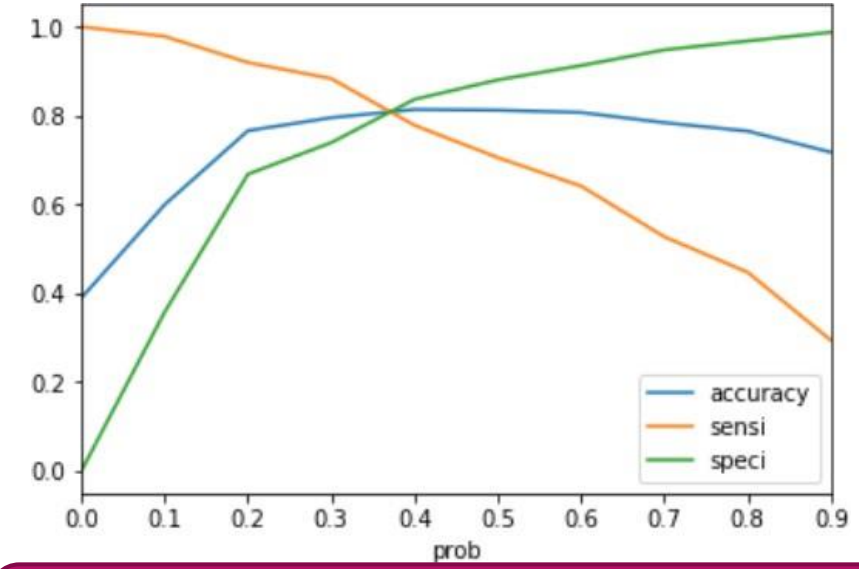


Last Activity value of SMS Sent' had more conversion.

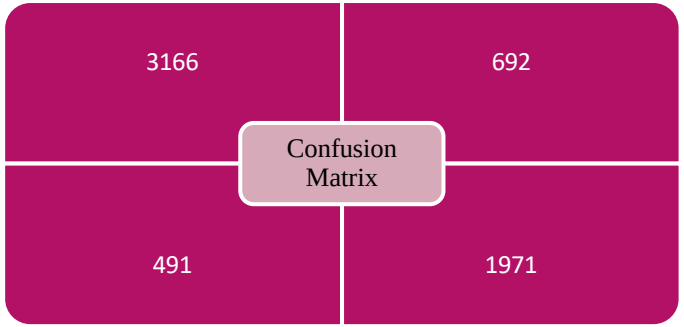
Variables Impacting the Conversion Rate

- ✓ Do Not Email
- ✓ Total Visits
- ✓ Total Time Spent On Website
- ✓ Lead Origin – Lead Page Submission
- ✓ Lead Origin – Lead Add Form
- ✓ Lead Source - Olark Chat
- ✓ Last Source – Welingak Website
- ✓ Last Activity – Email Bounced
- ✓ Last Activity – Not Sure
- ✓ Last Activity – Olark Chat Conversation
- ✓ Last Activity – SMS Sent
- ✓ Current Occupation – No Information
- ✓ Current Occupation – Working Professional
- ✓ Last Notable Activity – Had a Phone Conversation
- ✓ Last Notable Activity - Unreachable

Model Evaluation - Sensitivity and Specificity on Train Data Set

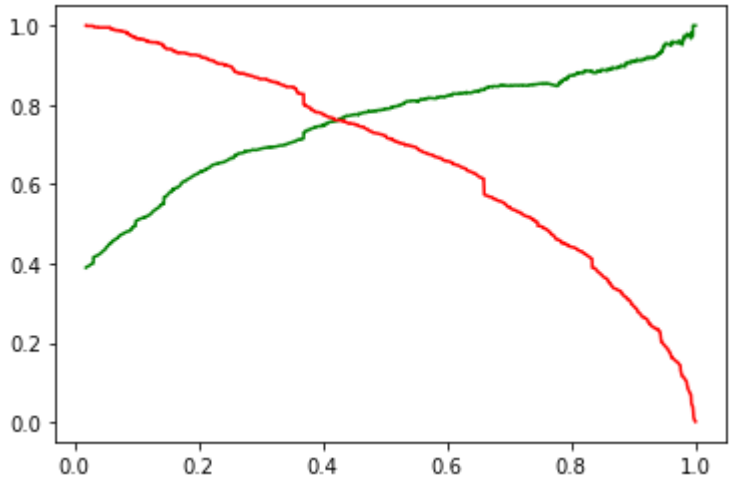


The graph depicts an optimal cut off of 0.37 based on Accuracy, Sensitivity and Specificity



- ✓ Accuracy - 81%
- ✓ Sensitivity - 80 %
- ✓ Specificity - 82 %
- ✓ False Positive Rate - 18 %
- ✓ Positive Predictive Value - 74 %
- ✓ Positive Predictive Value – 86%

Model Evaluation- Precision and Recall on Train Dataset

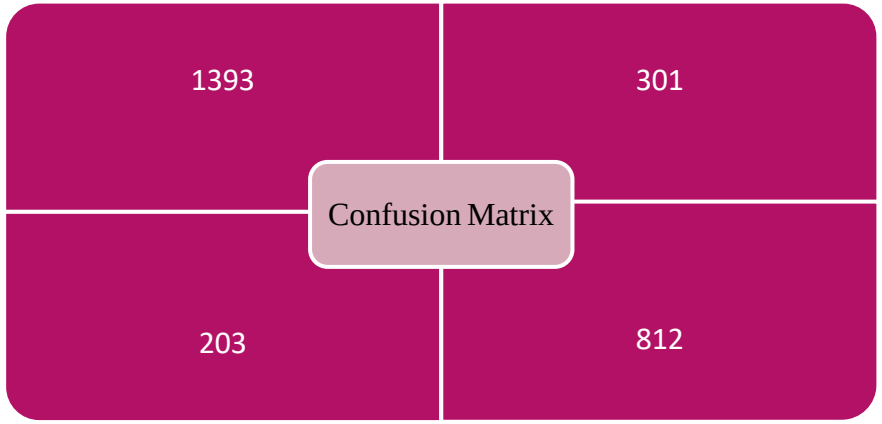


The graph depicts an optimal cut off of 0.42 based on Precision and Recall

3412	446
Confusion Matrix	
712	1750

- ✓ Precision - 79 %
- ✓ Recall - 71 %

Model Evaluation – Sensitivity and Specificity on Test Dataset



Accuracy - 81 %

Sensitivity -80 %

Specificity - 82 %

Conclusion

- The top 3 variables that contribute for lead getting converted in the model are
  - Total time spent on website
  - Lead Add Form from Lead Origin
  - Had a Phone Conversation from Last Notable Activity

- From business perspective, X education needs to focus on running campaigns that direct user to landing page for submission and their target audience should be ‘unemployed’ people who are either looking for job change or career change with learning as an edge

- In addition to this, consultation selling model i.e. engaging phone conversations is the go-to-market strategy for X education

- While we have checked both Sensitivity-Specificity as well as Precision and Recall Metrics, we have considered the optimal cut off based on Sensitivity and Specificity for calculating the final prediction.
- Accuracy, Sensitivity and Specificity values of test set are around 81%, 79% and 82% which are approximately closer to the respective values calculated using trained set.
- Also the lead score calculated shows the conversion rate on the final predicted model is around 80% (in train set) and 79% in test set
- Hence overall this model seems to be good.