

LEAD SCORING CASE STUDY

Submitted By- Shubhangi Khare

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

Ans.

- Total Visits
 - Positive contribution
 - The higher total no. of visits to the platform, the higher the probability of the lead converting to customer.
- Total time spent on website.
 - Positive contribution
 - The higher total time spent on website, higher the probability of the lead converting to customer.
 - The sales team should focus on such leads.
- Lead Source.
 - It's a very important feature which should be considered and put more focus on.

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?

Ans. Lead Origin_Lead Add Form,Lead Source_Olark Chat and Last Activity_Had a Phone Conversation.

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.

Ans.

- Providing interns, a ready model
- Start sending SMS and making calls repetitively. Try to get more familiar with them and discuss the problems, backgrounds etc.
- Prove them that this platform/course will help them building the career and finally convert them.
- Making a model by considering various points that required for model likewise Time spent on website, total visits and leads references etc.

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.

Ans.

- Do not focus on unemployed leads. They might not have a budget to spend on the course.
- Do not focus on students since they are already studying and would not be willing to enrol into a course specially designed for working professionals, so early in the tenure.