

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

Answer: The top three variables in lead score model are:

1. TotalVisits
2. Total Time Spent on Website
3. Lead Source\_google

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 are:

1. Lead Source\_google
2. Lead Source\_direct traffic
3. Lead Source\_organic search

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: Phone calls can be done to people who visits the website more often and to people who spends more time on the website. And people who often checks their emails and who responds to the sms.

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: The company can suggest sales team to do automatic email to the customers and they can also send sms.