



Churn Prediction Dashboard

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d-2 test dataset.csv 185.6KB



Uploaded Data Preview

	customerID	gender	SeniorCitizen	Partner	Dependents	tenure	PhoneService	MultipleLines	InternetService	OnlineSecurity	OnlineBackup	DevicePro
0	4376-KFVRS	Male	0	Yes	Yes	72	Yes	Yes	Fiber optic	Yes	Yes	Yes
1	2754-SDJRD	Female	1	No	No	8	Yes	Yes	Fiber optic	No	No	No
2	9917-KWRBE	Female	0	Yes	Yes	41	Yes	Yes	DSL	Yes	Yes	Yes
3	0365-GXEZS	Male	0	Yes	No	18	Yes	No	Fiber optic	No	No	Yes
4	9385-NXKDA	Female	0	Yes	No	72	Yes	Yes	DSL	Yes	Yes	Yes



Prediction Results

	customerID	gender	SeniorCitizen	Partner	Dependents	tenure	PhoneService	MultipleLines	InternetService	OnlineSecurity	OnlineBackup	DevicePro
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1	2754-SDJRD	Female	1	No	No	8	Yes	Yes	Fiber optic	No	No	No
2	9917-KWRBE	Female	0	Yes	Yes	41	Yes	Yes	DSL	Yes	Yes	Yes
3	0365-GXEZS	Male	0	Yes	No	18	Yes	No	Fiber optic	No	No	Yes
4	9385-NXKDA	Female	0	Yes	No	72	Yes	Yes	DSL	Yes	Yes	Yes
5	4686-UXDML	Female	0	No	No	21	Yes	Yes	Fiber optic	No	Yes	No
6	2227-JRSJX	Female	0	No	No	21	Yes	No	Fiber optic	No	Yes	No
7	4830-FAXFM	Male	0	No	Yes	19	Yes	Yes	No	No internet serv	No internet serv	No intern
8	1830-IPXVJ	Female	0	Yes	Yes	61	Yes	No	No	No internet serv	No internet serv	No intern
9	4690-LLKUA	Male	1	No	No	17	Yes	No	DSL	No	No	No



Download Predictions as CSV



Churn Summary Statistics

Total Customers

1406

Churned Customers

299

Retained Customers

1107

Churn Rate (%)

21.27%



Data Visualizations

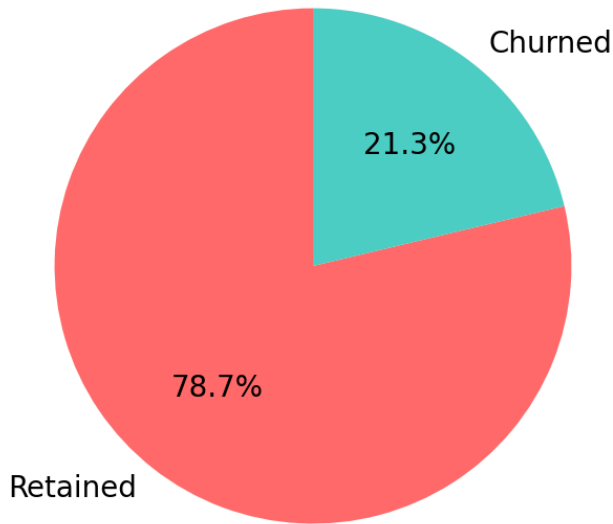
1

Churn Distribution

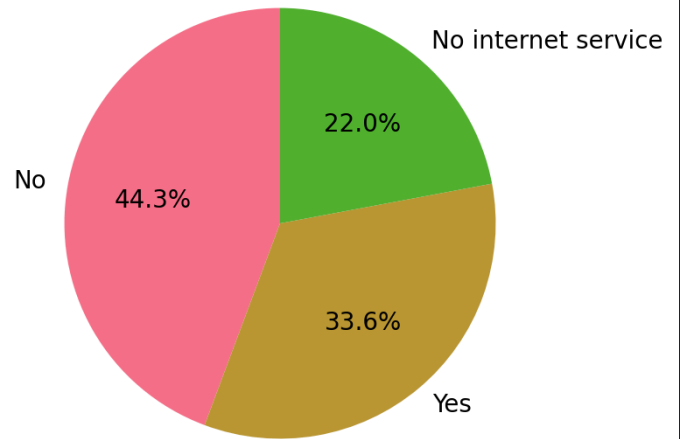
2

Device Protection

Churned vs Retained Customers

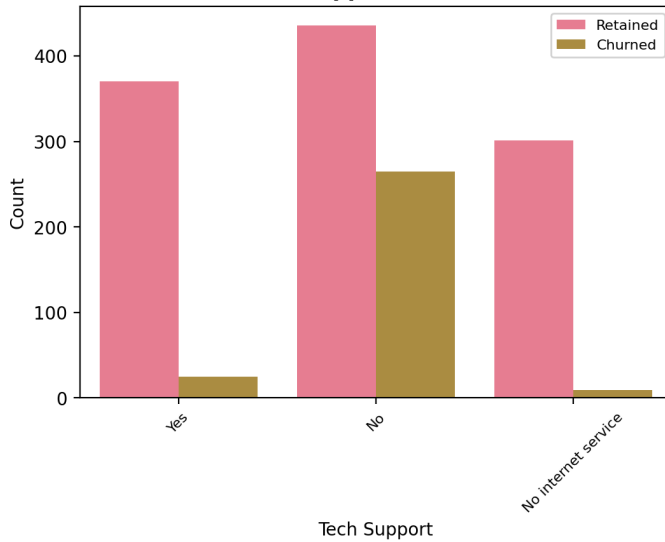


Device Protection Distribution



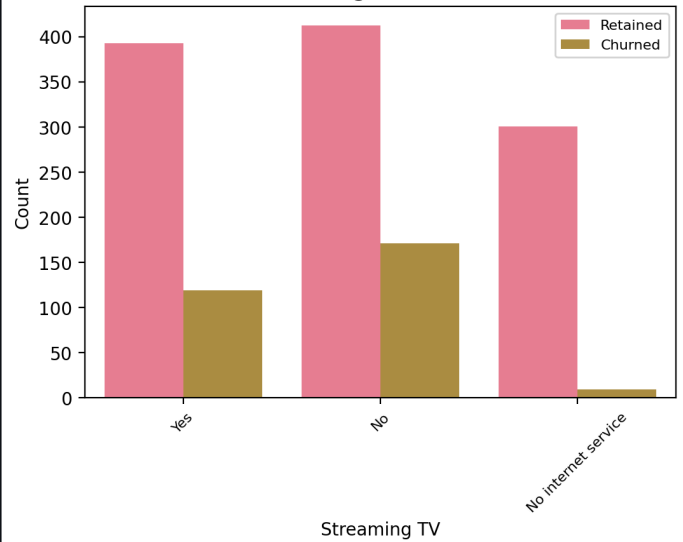
3 Tech Support Analysis

Tech Support vs Churn



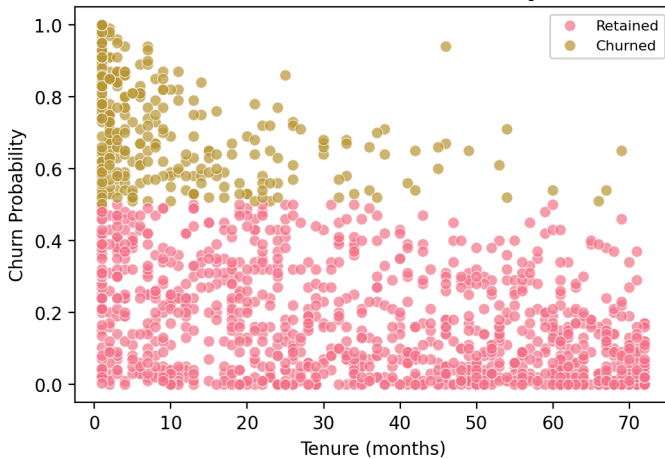
4 Streaming TV

Streaming TV vs Churn



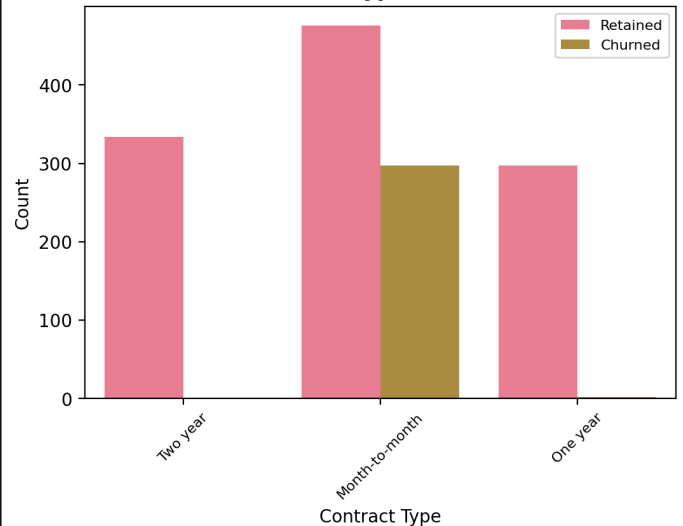
5 Tenure vs Churn

Tenure vs Churn Probability

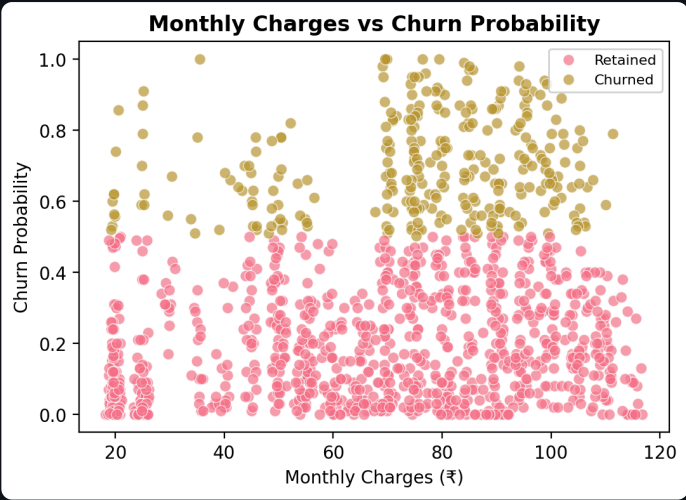


6 Contract Type

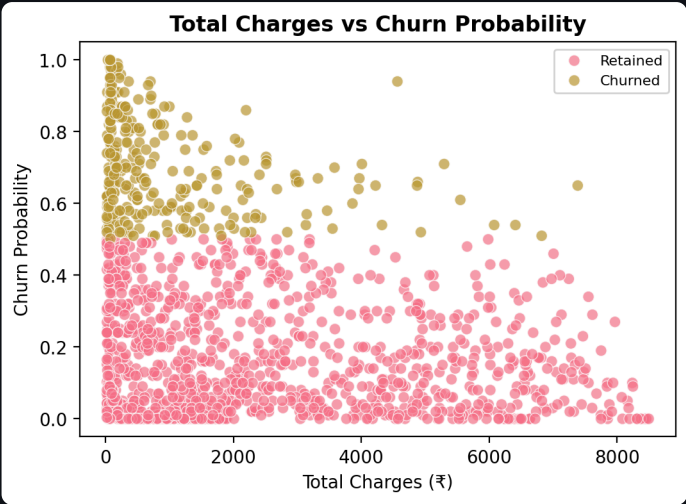
Contract Type vs Churn



7 Monthly Charges vs Churn



8 Total Charges vs Churn



🔔 Top 10 High-Risk Customers

	Risk_Rank	Churn_Probability	MonthlyCharges	TotalCharges	Contract	TechSupport	DeviceProtection
171	1	1	₹79.5	₹79.5	Month-to-month	No	No
341	2	1	₹69.55	₹69.55	Month-to-month	No	No
618	3	1	₹76.45	₹76.45	Month-to-month	No	No
629	4	1	₹69.9	₹69.9	Month-to-month	No	No
1178	5	1	₹35.55	₹35.55	Month-to-month	No	No
1252	6	1	₹69.9	₹69.9	Month-to-month	No	No
1289	7	1	₹69.6	₹69.6	Month-to-month	No	No
889	8	0.99	₹84.05	₹186.05	Month-to-month	No	No
740	9	0.98	₹69.1	₹69.1	Month-to-month	No	No
947	10	0.98	₹94.2	₹193.8	Month-to-month	No	No

📊 Risk Factors Summary

High-Risk Customer Characteristics:

- Average Monthly Charges: ₹79.96
- Average Total Charges: ₹533.75

Most Common Risk Factors:

- Most Common Contract: Month-to-month
- Most Common Tech Support: No

📈 Feature Importance

