

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

Answer: Total Time spent on website

Total Visits

Lead Source with elements 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: Having lead source with Google, Direct Traffic, 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 call if:

Make website more attractive as most leads are converting through Website

Last activity is coming through Olark chat and SMS

Mostly working professional are attractive

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.

They Can create the robo for genuine calls and chat and they can do further analysis based on data in chat robo