**Capstone Project Submission**

**Instructions:**

i) Please fill in all the required information.

ii) Avoid grammatical errors.

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| **Team Member’s Name, Email and Contribution:** |
| Name :- Ravinder Kumar  Email id :- [Ravinderkumar884738@gmail.com](mailto:Ravinderkumar884738@gmail.com)  Contribution :- Individual Contributor |
| **Please paste the GitHub Repo link.** |
| Github Link:- <https://github.com/Ravinder-Kumar-M/Telecom-Churn-Analysis> |

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| **Please write a short summary of your Capstone project and its components. Describe the problem statement, your approaches and your conclusions. (200-400 words)** |
| We are provided with The Orange Telecom's Churn Dataset. And I’m Exploring and analysing the data to discover key factors responsible for customer churn, and the steps involved in analysing the dataset are cleaning the data set for EDA, Finding the Correlation Between the Columns, Examine the relation between Churn and Categorical Features, Examine the relation between Customer Service call and Churn Feature, Numerical Variables and Churn relation Visualization, Examine the Churn ratio of each State.  After analyzing the dataset come to the conclusion that the rate of Churn is high in those customers that enable International Plan as compare to those customers that doesn’t enable the International plan. And for voice mail plain the churn rate is high for those customer who don’t enable voice mail plain.  And The states wise analyses shows NJ (New Jersey) and CA (California) have highest churn rate of grater then 26% and HI (Hawaii) have lowest churn rate of less the 6%. And last point is It seems like the customer service call is not working up to the mark.  After considering all the key factors I come up with some Recommendations, That some Improvement needed in international service and also require some new low budget mail and international plain. And It Seems that the some of the customer’s queries are not solved even after 4 customer service calls. So, highly recommend you to improve your customer service calls. |