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#### **Abstract**

Mobile phones' lightning-fast revolution has changed every aspect of our lives, including the way we communicate with one another, conduct business, and connect with the outside world. Mobile phones have developed from basic communication tools to cutting-edge smartphones with a wide range of features. Online retail stores have emerged as major industry contributors thanks to consumers' increasing demand for mobile phones and their ability to choose from a wide variety of products.

One of India's biggest and most well-known online shopping destinations, Flipkart, has established itself as the country's preferred location for buying mobile phones. With a wide range of mobile phone models and thorough product information, Flipkart offers tremendous insight into consumer preferences and market trends.

With a diverse product selection, Flipkart has developed into one of the most well-known and significant e-commerce platforms. It has provided its customers with the best deals, prices, and payment options in addition to an innovative user-friendly interface. Regressions, data visualisations, and other techniques are used in this project to emphasise the significance of e-commerce data analysis.

Mobile phone sales play a significant role in overall sales as a result of their rising popularity and usage. The main goal is to examine critical factors that could have an impact on mobile phone ratings and analyse those factors. By delving into customer preferences, hoping to gain a more thorough understanding of their expectations and inclinations.

Used Kaggle dataset of Flipkart sales which included 3114 entries with parameters listed such as brand, model, color, memory, rating, selling price, original price, and so on.

There are certain steps that are followed to perform the analysis on the dataset. They are:
Data preprocessing
Exploratory data analysis
Correlation analysis
Model Building
Evaluation

## **Project Motivation**

One of the most powerful e-commerce sites in India, Flipkart controls a sizable portion of the online mobile phone sales market. Its enormous potential customer base and wide range of products contribute to its hegemonic position in the mobile phone sales category. In addition to well-known brands like Apple, Samsung, Xiaomi, OnePlus, Realme, and others, Flipkart promotes a sizable selection of mobile phone models from a variety of manufacturers.

A wide range of consumer tastes and budgets will find something appealing in this extensive selection of goods. Users who purchase items from Flipkart, including mobile phones, can leave reviews and ratings for those items. These user-generated reviews play a significant role in influencing the purchasing Decisions of other potential customers and in building customer trust.

The main driving force behind this project is to identify consumer preferences and propensities for mobile phones. We plan to use the "Flipkart Mobiles Dataset," which contains a wealth of information on a variety of handset models easily accessible through Flipkart, to dig deeper into each of the factors that affect customer ratings and how each of these factors may reveal recurring patterns and trends.

The study aims to arm Flipkart with more in-depth knowledge about the market, causing the platform to keep up with anticipated market developments and anticipate variability in customer demand. Flipkart could increase its competitiveness in the smartphone market by investigating emerging characteristics, well-known brands, and price inclinations. We are seeking to hunt down conclusions to glitches like:

What are the most pertinent factors influencing customer ratings on Flipkart for mobile phones? How big of an impact does price have on the ratings as well as the recognition among different mobile phone models?

### **Business Requirements**

The major goal of this project is to perform the analysis on the dataset that could bring out the hidden factors that drive the sales of the mobile phones. These insights could be beneficial in many ways.

The analysis desires to delegate Flipkart and other e-commerce companies insightful information so that they ought to enhance their offerings, item Decision-making, advertising strategies, and branding efforts by deeper comprehending mobile phone ratings as well as recognizing the vital factors driving these ratings and sales. They can enhance customer satisfaction and retention and boost sales and income by emphasizing on the components that matter most to potential clients.

# **Improvements:**

According to feedback review given during the presentation, we have done the modifications listed below

- 1. We have built Decision Regression Tree models using Selling Price as target variable.
- 2. Added extra visualization to find interesting relationship in the data using box plots and 3-d graph.
- 3. Evaluated the model performance as a result of using 'selling price' as target variable.

### Overview of dataset

The selected dataset contains 3114 rows and it contains following attributes.

Rang	ass 'pandas.core.frame geIndex: 3114 entries,	0 to 3113	
	columns (total 9 col		
#	Column	Non-Null Count	Dtype
0	Brand	3114 non-null	object
1	Model	3114 non-null	object
2	Color	3114 non-null	object
3	Memory	3071 non-null	object
4	Storage	3075 non-null	object
5	Rating	2970 non-null	float64
6	Selling Price	3114 non-null	int64
7	Original Price	3114 non-null	int64
8	Discount Percentage	3114 non-null	float64

	Brand	Model	Color	Memory	Storage	Rating	Selling Price	Original Price	Discount Percentage
0	OPPO	A53	Moonlight Black	4 GB	64 GB	4.5	11990	15990	25.015635
1	OPPO	A53	Mint Cream	4 GB	64 GB	4.5	11990	15990	25.015635
2	OPPO	A53	Moonlight Black	6 GB	128 GB	4.3	13990	17990	22.234575
3	OPPO	A53	Mint Cream	6 GB	128 GB	4.3	13990	17990	22.234575
4	OPPO	A53	Electric Black	4 GB	64 GB	4.5	11990	15990	25.015635

There are total 9 variables and 3114 records. These attributes are very important in order to carry out the in depth analysis and to check which are influencing more with respect to the sales.

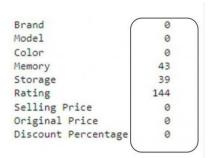
The columns in the selected dataset are Brand, Model, Color, Memory, Storage, Rating, Selling price, Original price, Discount percentage. These attributes fall in either of the category i.e. float, int, object.

When we see the count of each column, we could observe that there are chances of having null values because the count differed in each of the column. These could be handled in further steps. The analysis is performed on this dataset, and it includes various steps. All the steps and methods applied are explained in detail in further sections.

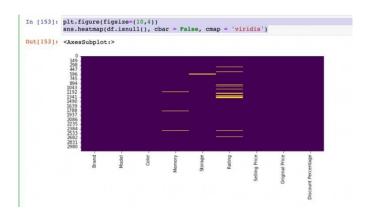
# **Data Preprocessing:-**

Since the data obtained from datasets or real-world data is never prepared, data preparation is essential and is regarded as one of the primary prerequisites. It is always viewed as raw information. In order to be suitable for analysis, this raw data needs to be organised and consistent. Methods for data preprocessing can help with issues like missing values, outliers, and data anomalies. By improving data quality, analysis and modelling processes become more dependable, precise, and accurate.

#	Column /	Non-Null Count	Dturno
#	Column	Non-Null Count	Dtype
0	Brand	3114 non-null	object
1	Model	3114 non-null	object
2	Color	3114 non-null	object
3	Memory	3071 non-null	object
4	Storage	3075 non-null	object
5	Rating	2970 non-null	float64
6	Selling Price	3114 non-null	int64
7	Original Price	3114 non-null	int64
8	Discount Percentage	3114 non-null	float64



Now the first and most common approach in data preprocessing is to get rid of null values. From the above figures it is very evident that there are null values in the dataset. We can see the count of null values with respect to each column in the above diagram.



Now we have visualized the null values using heatmap. The heatmap of the data is shown in the above figure.

In order to handle the null values, we have chosen to drop those records that are having the null values by using the below code.

```
In [154]: df = df.dropna()
In [155]: df.info()
          <class 'pandas.core.frame.DataFrame'>
          Int64Index: 2897 entries, 0 to 3113
          Data columns (total 9 columns):
                                                     Dtype
           # Column
                                     Non-Null Count
           0 Brand
                                     2897 non-null
               Model
                                     2897 non-null
                                                      object
               Color
                                     2897 non-null
                                                      object
               Memory
                                     2897 non-null
                                                      object
               Storage
                                     2897 non-null
                                                      object
               Rating
                                     2897 non-null
                                                      float64
               Selling Price
                                     2897 non-null
                                                      int64
               Original Price
                                     2897 non-null
                                                      int64
               Discount Percentage 2897 non-null
                                                      float64
          dtypes: float64(2), int64(2), object(5)
memory usage: 226.3+ KB
```

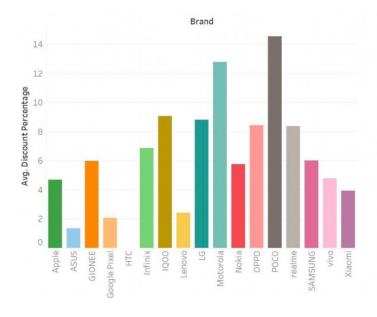
From the above figure it is very evident that after dropping the records having the null values, now the count of the records is reduced to 2897. Now the dataset contains 2897 records.

As a part of data modification we have added a new column discount percentage that gives us the percentage that is applied on the product's original price.

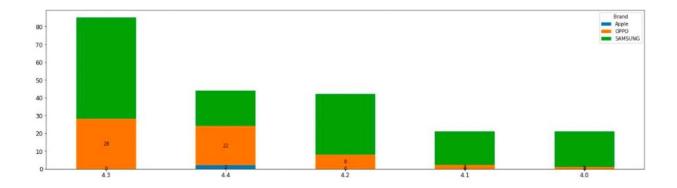
Selling Price	Original Price	Discount Percentage
11990	15990	25.01563477
11990	15990	25.01563477
13990	17990	22.23457476
13990	17990	22.23457476
11990	15990	25.01563477
13990	17990	22.23457476
10490	11990	12.51042535
9490	10990	13.64877161
9490	10990	13.64877161
9490	10990	13.64877161
9490	10990	13.64877161
10490	11990	12.51042535
15990	16990	5.885815185
15990	16990	5.885815185
10490	11990	12.51042535
17990	18990	5.265929437
17990	18990	5.265929437
10490	12990	19.24557352
11960	12990	7.929176289

# **Exploratory Data analysis:-**

Now we have visualized the data by plotting against the variables with the target variable. This gives us the relationship or the trend in terms of numbers or the respective values.

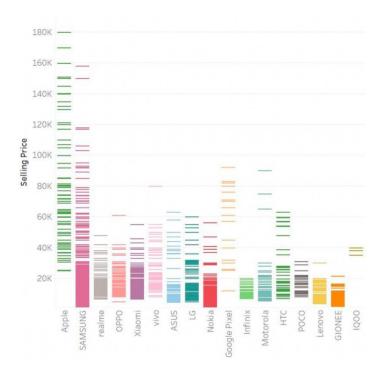


We have plotted a graph or a histogram which gives us the discount percentage offered by the various companies. The above is the resultant graph. From that it is very evident that POCO and Motorola offers a greater deals or greater discounts.



Now in order to understand the ratings of the company the above visualization is obtained. Here we have chosen three brands named as Apple, Oppo, Samsung. The legend shows the companies with its corresponding colors. By analyzing the obtained result, we have understood that Samsung has best average ratings from the customers.

It is also critical to understand which brand offers the widest selection of items for the Indian market, catering to various categories such as low, mid, and premium.

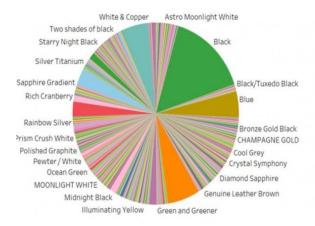


We can infer from the graph above that Apple and Samsung offer a variety of products. IQOO offers the fewest options. The reaming businesses sell products in the middle range. The premiumrange price determination varied by 77.7% from those of low-range items, as shown by Apple and Samsung.

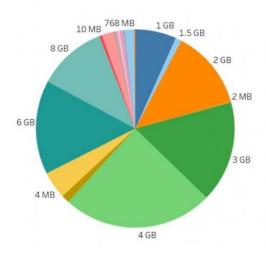
Additionally, it shows that the premium-range items cost about 77.7% more than their low-range counterparts.

The above figure also provides another intriguing insight. It is evident that the majority of the businesses create products in the middle market.

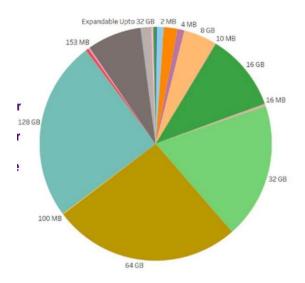
The majority of the general information about production values, widely used specifications, etc., can be found if we analyse the products that companies are offering in terms of their specifications.



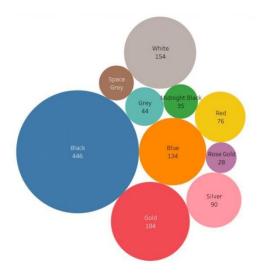
When we analyze the product with respect to the color, then from the above chart we can conclude that the most produced or utilized color for the production is black, green and blue. Colors like Amber red, Arctic blue are utilized very less.



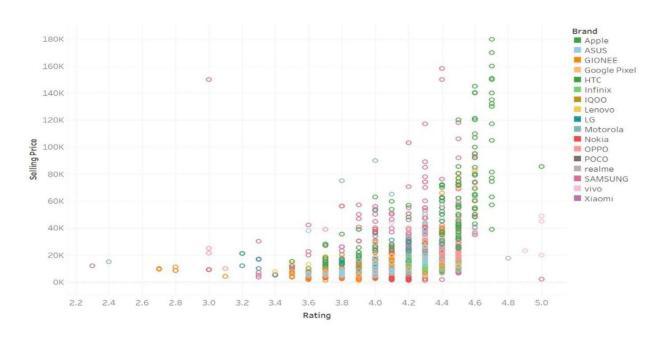
The next important specification is memory. The above chart depicts the representation of the memory with respect to majority of the phones. From the visualization we can easily say that most commonly offered Memory are 4GB, 3GB and 6GB.



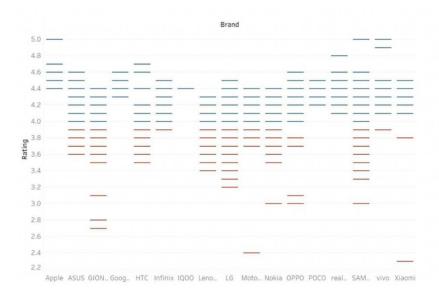
The next visualized specification is storage. From the above chart we can draw few conclusions. 64 GB, 128 GB, and 32GB were the most frequently acknowledged storage options, with 64 GB given as a choice 757 times and 16 MB being considered only 10 times.



Sales data show that there is a high demand for mobile phones with 4GB of memory and 64GB of storage in the colours black, green, and blue. On the other hand, less common colour combinations like Amber Red and Arctic Blue, as well as smaller memory or storage options, are less widely accessible on the market.

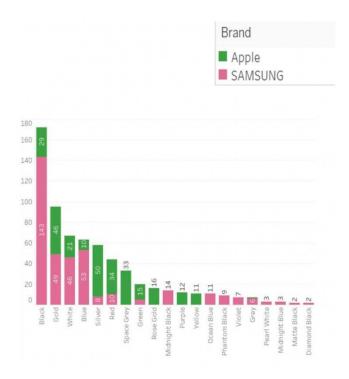


When we plot a graph against rating and selling price, we got the above results where it clearly demonstrates that even high-end mobile phones are not considered to be that pricey.



Finding out a brand's average rating after taking customer ratings into account would be interesting. It is very obvious from the above figure that companies like Apple, IQOO, Google, Poco, and realme have all inescapably amassed ratings over 4 for every product they sell.

Now let's look at an intriguing comparison between two brands that were regarded as the best. We can infer from the results above that Apple and Samsung are the top two businesses in terms of ratings or overall product scope.



The visualisation shows that the Samsung brand offers a wider variety of colours than the Apple brand.

Apple-Space Grey, Rose Gold, and Purple are examples of distinctive colours that are thought to be extremely picky or specific with regard to both brands. Samsung's darker tones

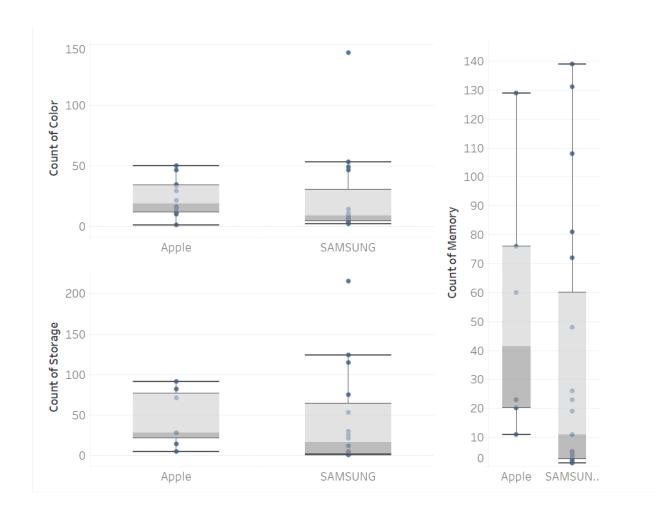
These brands can also be contrasted in terms of additional features like memory and storage. With the help of all these analyses, we can show which attributes are the most and least used. We can even infer from these that wider use indicates that the product is well-liked or frequently bought by customers.

These could also lead to the reasons for the fluctuations in the sales that make them unique or different from the other brands and makes them stay little ahead from rest of them.

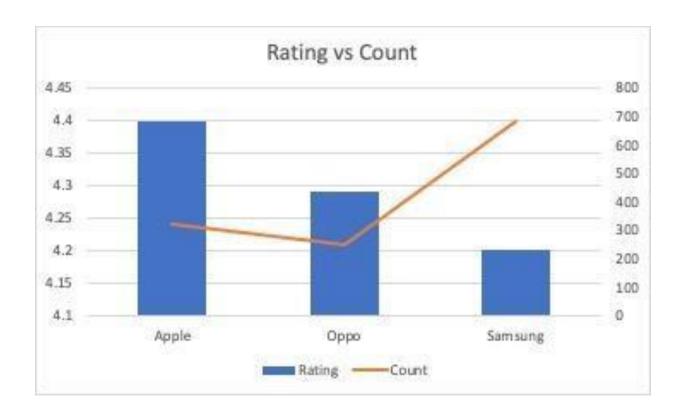


In accordance with memory, Samsung provides a broader selection of products all throughout several different categories. Samsung offers simultaneously smaller and larger range items in the market, unlike Apple, which only offers higher range storage. As shown in the graph, customers prefer high storage and memory options.

Above three graphs showing comparisons between Apple and Samsung is being depicted in the box plot below. The outliers are there in plot which represents the values which are very far from the frequently occurring data.



The graph below depicts the link between three prominent smartphone brands' ratings and counts: Apple, Oppo, and Samsung. The different brands are represented by the X-axis, while the Y-axis displays the respective counts and average ratings. Apple gets the highest average rating of 4.4 among the brands, based on a total of 319 reviews. Oppo comes in second with an average rating of 4.29 and a total of 259 reviews. Samsung, on the other hand, has a better average rating of 4.2 based on 685 reviews. We can compare the popularity and satisfaction levels of different brands based on their respective counts and ratings, which provides useful insights into customer preferences and brand success.



# **Correlation analysis**

A technique called correlation analysis is used to investigate the statistically significant relationship between two or more variables in a dataset. It makes it simpler to determine the relationship between changes in one variable and changes in another.

Feature selection is a crucial step in data mining and machine learning to find the most important and insightful variables to create predictive models. Data miners can identify highly related features and give priority to those that contain unique information to avoid reoccurring words by using correlation analysis.

In correlation analysis, heat maps are frequently used to visually represent the strength and evolution of correlations among numerous variables in a dataset. In correlation analysis, a correlation matrix has been created that contains two correlation coefficients that specify the strength of the relationship between two pairs of variables.

Data analysts and researchers can easily navigate and spot associations and trends in the data thanks to heat maps, which provide a clear and understandable way to represent these correlation coefficients.



Correlation may fluctuate from -1 to +1.

Near 0 values indicate that there is no correlation between the two variables. If the correlation value is close to 1, the variables are more positively correlated; if it is close to -1, the variables are more negatively correlated.

According to the heatmap Since the original price and the selling price are positively correlated, both variables rise as the first does. Since the selling price and the discount percentage are inversely correlated, they both rise as one variable falls.

# **Data Modeling:-**

By using models built on historical data and characteristics, we can predict and anticipate events. Models help us to understand the connections and interactions between numerous different variables in a complex network. By using models, we can gain understanding of the underlying

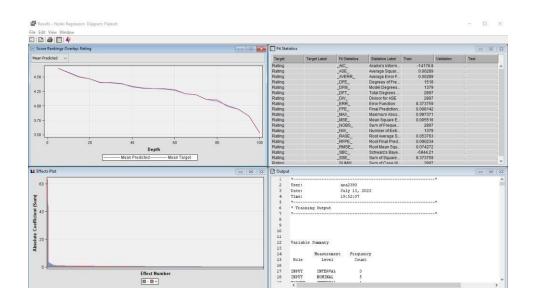
processes that underlie prevalent patterns and behaviour. Models for maximising operations can be used to achieve data-driven alternatives.

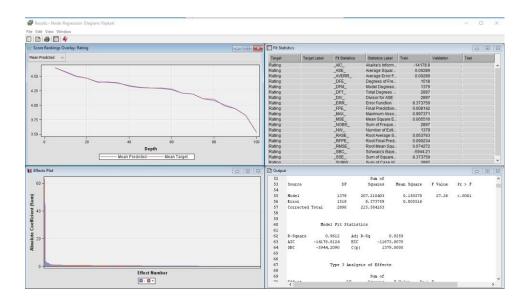
# Model 1 :- Multiple linear regression

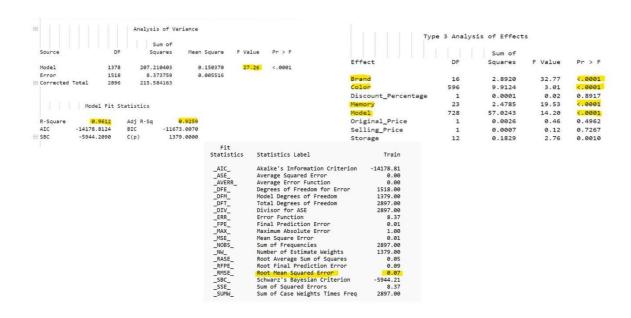
To investigate the relationship between a dependent variable and two or more independent variables, multiple linear regression is used. It is a modified form of fundamental linear regression that considers only one independent variable.

The goal of multiple linear regression is to identify the best-fitting linear equation that demonstrates how the dependent variable (target) changes when the independent variables are combined linearly.

Rating is the dependent variable in this specific case. By using multiple linear regression, we hope to identify a linear relationship among a wide range of independent variables. Brand, Colour, Model, Storage, Memory, Selling Price, Original Price, and Discount Percentage are the factors that predict characteristics.



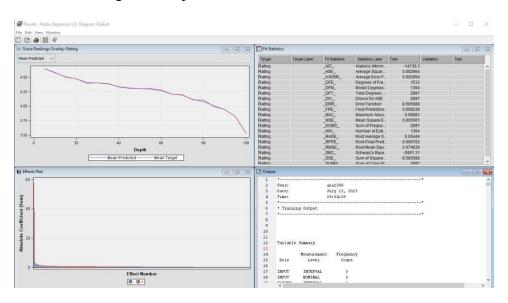


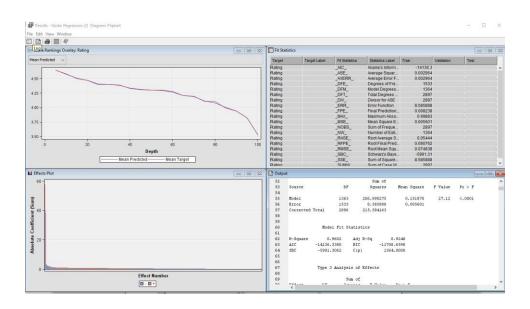


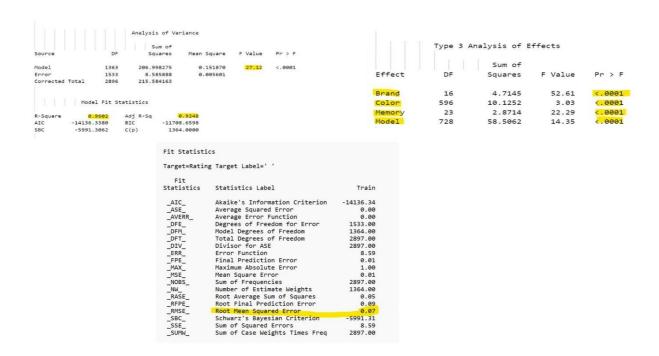
The F-test score of 27.26, as well as the low AIC and SBC values, indicate that the model is reasonably suited. According to the model, R-square explains 96.12% of the variation in the dependent variable. The modified R-square of 92.59% suggests that the model fits the data well.

# **Model 2: Running Linear regression model**

Running a linear regression model utilizing the only significant variables observed. Brand, Memory, Model, and Storage are the predictive factors in this case.







The output discloses that a result for the F-test of 27.12 and a lower value than that of the previous model in AIC and SBC, indicating that the model is appropriately fit. R-square explains 96.02% of the variation in the dependent variable as described by the model. The modified R-square of 92.48% suggests that the model is a strong match in predicting the analysis.

The Type 3 analysis reveals that the Brand, Memory, model, and storage endure low p-values and possess a statistically substantial influence on affecting the rating target variable.

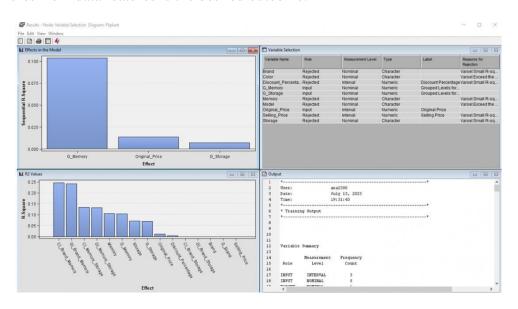
### Model 2: Decision Regression Tree regression model

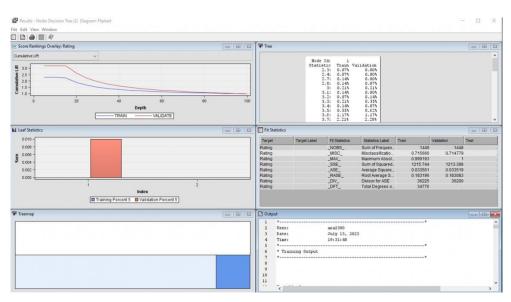
Non-linear relationships between the dependent and independent variables can be handled by Decision Regression Tree regression. It is especially useful when linear models fall short of accurately capturing the interrelationship between the variables. Decision Regression Trees are useful for gaining insights into the factors influencing the goal variable because they are easy to recognize and analyse.

People can explore the Decision pathways and comprehend how the algorithm arrives at its predictions using the Decision Regression Tree structure. Decision Regression Tree regression does not require regularly distributed data, unlike some other regression methods, and is robust to outliers. It functions well with data that deviates from the assumptions of linear regression.

A non-parametric supervised learning method for continuous regression is Decision Regression Tree regression. To put it another way, it learns by making choices based on training the model with a pair of inputs and their associated outputs.

Therefore, we divided the dataset into 40% for validation and 60% for training. A Decision model that calculates the value of a target variable—often a nominal class value—by acquiring essential Decision rules from data features is the desired outcome.



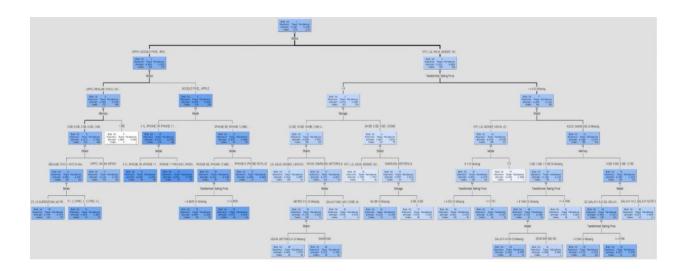


Label	Number of Splitting Rules	Importance	Validation Importance	Ratio of Validation to Training Importance
Brand	7	1.0000	1.0000	1.0000
Selling Price	5	0.4914	0.4889	0.9949
Memory	2	0.3132	0.1923	0.6139
Model	8	0.2944	0.2441	0.8293
Storage	2	0.2456	0.1773	0.7221

#### Fit Statistics

#### Target=Rating Target Label=Rating

Fit Statistics	Statistics Label	Train	Validation
NOBS	Sum of Frequencies	1738.00	1159.00
SSE	Sum of Squared Errors	45.79	35.42
_ASE_	Average Squared Error	0.03	0.03
_RASE_	Root Average Squared Error	0.16	0.17



The first node in Node is referred to as the "root node." The entire dataset is represented by the root node. The algorithm chooses the most suitable feature to divide the data into two or more subsets, making it the first action point in the tree. The root node of this project is Brand.

The distance along the path leading from the root node to a leaf node is known as the "depth" of a Decision Regression Tree. A leaf node is one that doesn't divide any further and denotes a final Decision or result. This project has a node depth of 6.

# **Model comparison/Evaluation:**

It is now crucial to compare the models in order to assess the performance of the model and its predictions.

Some typical metrics for evaluating regression models are listed below:

The average squared difference between anticipated and actual results is known as the mean squared error (MSE). A lower MSE indicates better performance.

Mean Absolute Error (MAE): This statistic measures the average absolute difference between expected and actual values. A lower MAE indicates a higher efficiency.

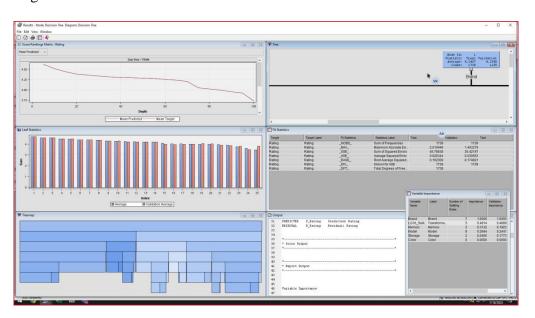
R-squared (R2): a measurement of how much variation in the dependent variable is explained by the model. The better the performance and best fit are indicated by higher R-squared values.

Root Mean Squared Error (RMSE): The square root of MSE, which provides a statistic that can be understood in the original unit of the target variable.

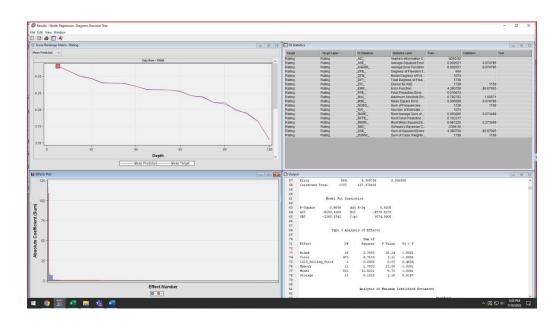
A model is said to be better at making predictions on unobserved data if it has a lower MSE, MAE, or RMSE and a higher R-squared value. However, it's crucial to avoid overfitting and assess the model's clarity and interpretability.

Let's compare the regression and Decision Regression Tree results now.

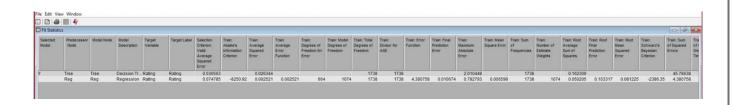
### Decision Regression Tree:-

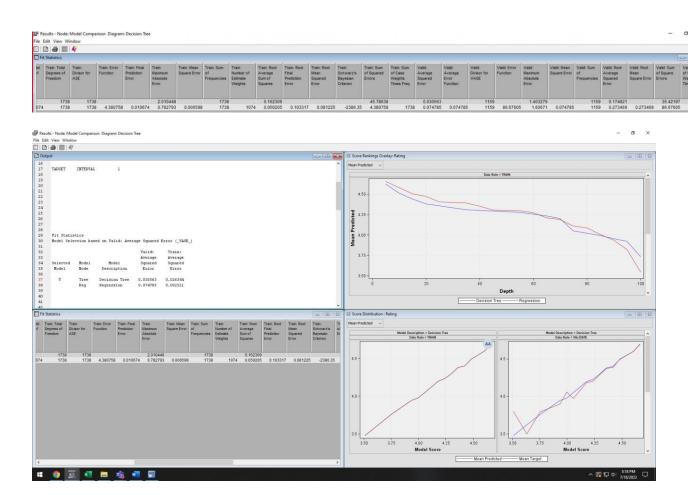


Regression:-









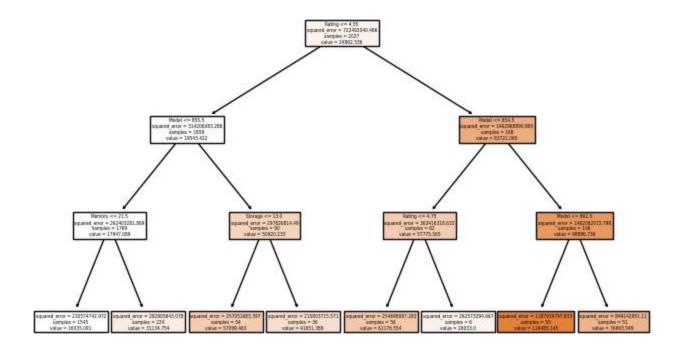
Based on the above results we can indicate that **Decision Regression Tree is better choice and have slightly better performance than the regression**. It is due to its R-Square values. The higher the value, the better is the performance. And also, the error value is lower in Decision Regression Tree when compared to the regression model.

# **Implementation:**

### **Decision Regression Tree using Selling Price as target variable**

```
#Model 1:decision tree
# Create a decision tree regressor with a maximum depth of 3
from sklearn.tree import DecisionTreeRegressor
from sklearn import metrics
model = DecisionTreeRegressor(max_depth = 3)
model = model.fit(X_train, y_train)
y_pred = model.predict(X_test)
mae = metrics.mean_absolute_error(y_test,y_pred)
rmse = np.sqrt(metrics.mean_squared_error(y_test, y_pred))
r2 = metrics.r2_score(y_test,y_pred)
# Calculate the range of the target variable (assuming it's continuous)
target_range = y_test.max() - y_test.min()
# Normalize the RMSE
normalized rmse = rmse / target range
# Calculate the Mean Squared Error (MSE)
# Calculate the variance of the target variable (assuming it's continuous)
target_variance = np.var(y_test)
# Normalize the MAF
normalized_mae = mae / target_range
normalized_mae = mae / carget_range
print("Decision tree regressor MAE: " , normalized_mae)
print("Decision tree regressor RMSE: " , normalized_rmse)
print("Decision tree regressor R2 : " , r2)
Decision tree regressor MAE: 0.060840374223550354
Decision tree regressor RMSE: 0.09491905846308193
Decision tree regressor R2 : 0.6399449438195882
```

According to the regression results, the performance was satisfactory or exceptional, with a Mean Absolute Error (MAE) score of 0.060840374223550354. The model significance is reflected in the Root Mean Squared Error (RMSE) value of 0.09491905846308193 and the R-squared (Coefficient of Determination) value of 0.6399449438195882, indicating that the model is a good fit.



Decision regression trees first split is rating, then model and storage.

As far as the significance of the variables are concerned, from the results of both above models it has been proved that 'Rating', 'Model', 'storage' and 'memory' are having highest significance. That means these factors are having a significant impact on the target variable Selling Price.

#### Inferences:

By using Selling price as target variable, we are getting getting lower R-square compared to rating as target variable

### **Conclusion:**

The model evaluation and data visualization revealed insightful understandings into the variables affecting Flipkart sales as well as numerous significant discoveries regarding customer preferences.

Let's compile some important conclusions:

Important variables affecting sales while taking rating as target variable: According to models, the mobile phone BRAND, MODEL, MEMORY, and COLOUR are the most important variables affecting sales at Flipkart. These factors have a significant impact on the Decisions that customers

make when making purchases, demonstrating that when buying mobile phones on the platform, customers consider brand reputation, memory capacity, and colour options.

Important variables affecting sales while taking selling price as target variable: According to models, the mobile phone 'RATING', 'MODEL', 'STORAGE' AND 'MEMORY' are the most important variables affecting sales at Flipkart.

Astonishingly, the study's findings indicated that the selling price had very little bearing on customer ratings. This suggests that customers may favour features, brand loyalty, or customer service over price when evaluating mobile phones. This study highlights the need for businesses to pay attention to factors other than price in order to increase customer satisfaction and ratings.

Top-Selling Variants: According to statistics, customers are most likely to choose the 64GB memory model and the black colour variant. Planning for production and inventory management can both benefit from this information. Flipkart can successfully meet demand and reduce stockouts by offering a greater number of 64GB memory and black colour options.

Demand forecasting and just-in-time inventory can be planned.

This can assist e-commerce companies in managing inventory in accordance with demand and plan.

Planning for target marketing can be done using exploratory data analysis.

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