Welcome to PhoneNow

Click on the items below to drill into the analytics

Key Performance Indicators

1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5

2) Increase sale of 1 and 2 year contracts by 5% each

3) Yearly increase of automatic payments by 5%

Churn Dashboard

- Demographics
- Customer Account Information
- Services

Customer Risk Analysis

- internet service
- type of contract
- payment method

Churn Dashboard

1869
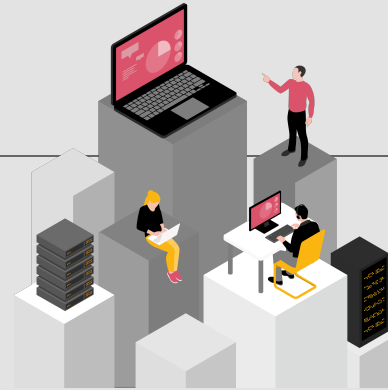Customers at risk

2173
# of Tech Tickets

885
# of Admin Tickets

$2.86M
Yearly Charges

$139.1...
Monthly Charges

Demographics

● Female ● Male

49.8%

50.2%

25%
Senior-Citizen

36%
Partner

17%
Dependents

Subscription time

< 1 year	53%
< 2 years	17%
< 3 years	10%
< 4 years	8%
< 5 years	7%
< 6 years	5%

0%   50%
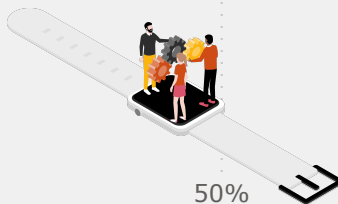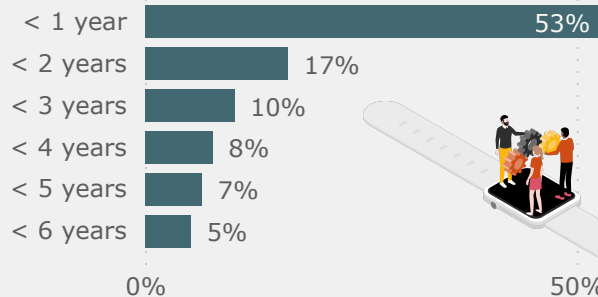
Customer account information

Payment method

Electronic ch...	57%
Mailed check	16%
Bank transfe...	14%
Credit card (...	12%
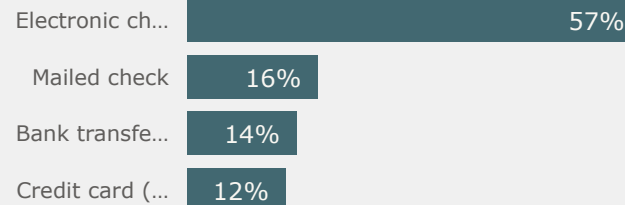
Paperless billing

25.09...

74.91...

● Yes
● No

Average charges
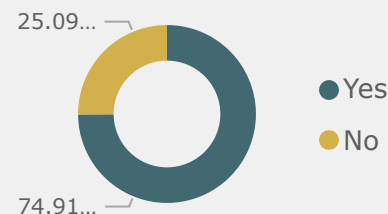
$74.44
Monthly

$1,531.80
Total

Type of contract

Month-to-mo...	89%
One year	
Two year	

Services customers signed up

91% Phone Service

Multiple Lines?

49.9... no   **50.0...** yes

44% Streaming TV

44% Streaming Movies

29% Device protection

28% Online Backup

17% Tech Support

16% Online Security

● Fiber optic ● DSL ● No

6%

25%

69%
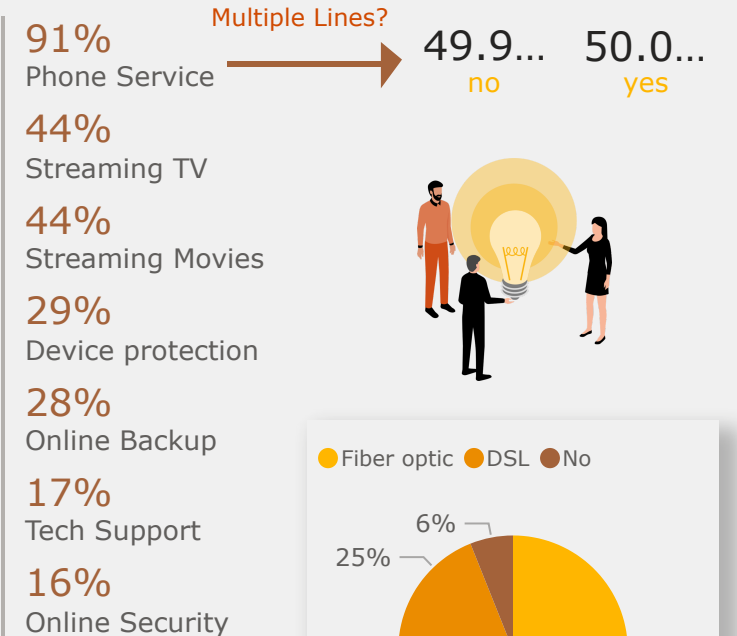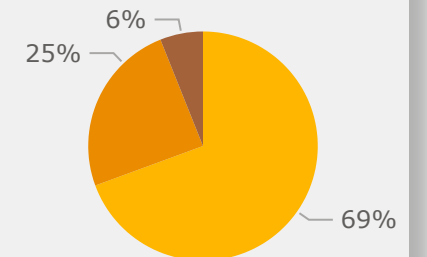
Customer Risk Analysis

Risk of churn

- ☐ No
- ☐ Yes

Internet service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Months

| 0 | 72 |

Contract type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

7043 Total customers

26.5... churn rate %
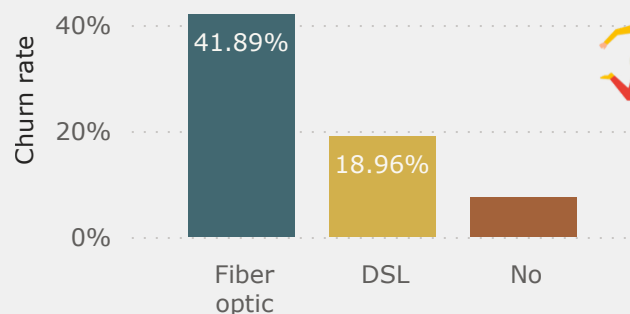
1869 churn
0 — 7043
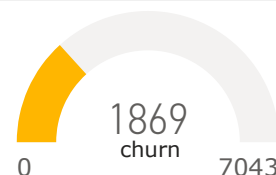
$16.0... Yearly Charges

2955 Tech Tickets
3632 Admin Tickets
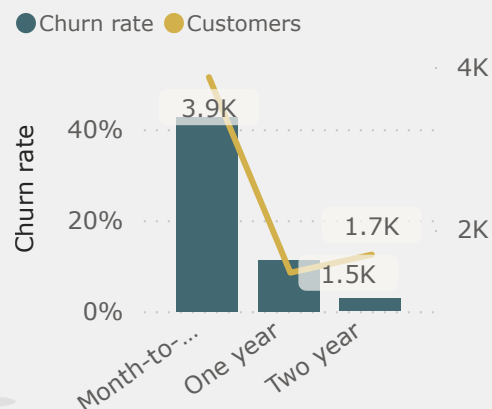
Churn by type of internet service

- Fiber optic: 41.89%
- DSL: 18.96%
- No

Churn rate (axis: 0% – 40%)

of customers by internet service

- 3.1K
- 2.42K
- 1.53K

Sum of monthly charges

- $283K
- $32K
- $14...

Legend: ● Fiber optic ● DSL ● No

Type of contract

Legend: ● Churn rate ● Customers

- Month-to-...: 3.9K
- One year: 1.7K
- Two year: 1.5K

Churn rate (axis: 0% – 40%), right axis (2K – 4K)

Years of contract

Legend: ● churn rate % ● Sum of MonthlyCharges

Categories: < 1 year, < 2 years, < 3 years, < 4 years, < 5 years, < 6 years

Left axis: 0% – 50%, right axis: $50K – $100K

Churn by payment method

Legend: ● churn rate % ● Sum of MonthlyCharges

Categories: Electr... check, Mailed check, Bank transf... (auto..., Credit card (auto...

Left axis: 0% – 50%, right axis: $100K – $200K