

## **Welcome To Phone Now**



# 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

Customer At Risk

2173

# Of Tech Tickets

885

# Of Admin Tickets

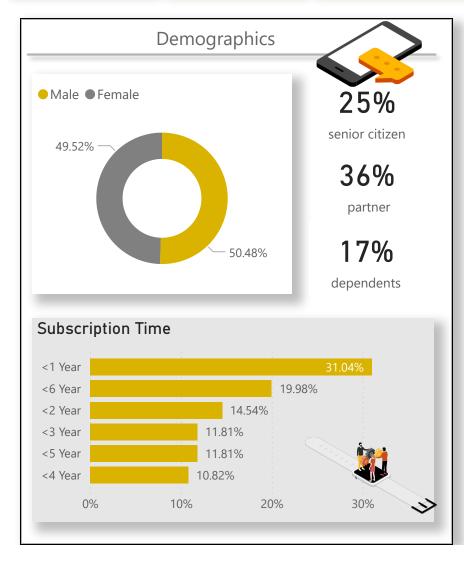


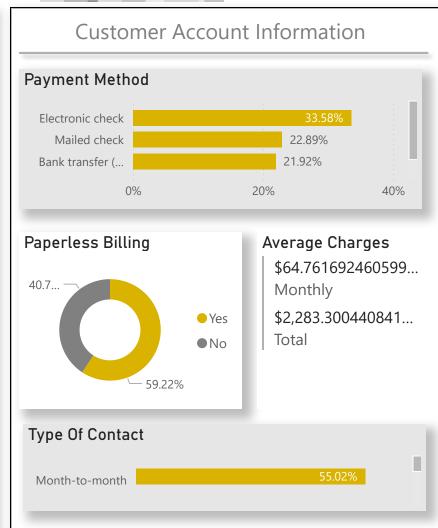
\$2.86M

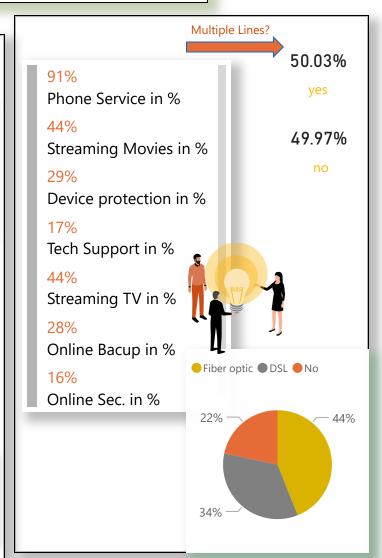
**Yearly Charges** 

\$139.13K

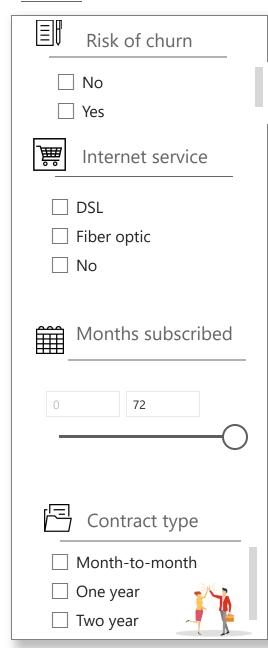
Sum of MonthlyCharges







## Customer Risk Analysis



7043 26.54%



\$16.06M



3632

**Admin Tickets** 

l lech II

Total Customer churn rate % 0 3738 Yearly Charges

