Predicting Customer Spending from Website, Mobile App, and In-Store Activity

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Predicting Customer Spending from Website, Mobile App, and In-Store Activity

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1 Background

Client: An e-commerce company based in New York City that sells high-end clothing inspired by traditional textiles of Guam. Customers come in to the store, have (in-store) sessions/meetings with a personal stylist, then they can go home and order either on a mobile app or website for the clothes they want. The company only ships to areas served by the US Postal Service.

Task: Predict the amount a customer will spend each year based on website, mobile app, and in-store activity.

Data: - Avg. Session Length: Average session of in-store style advice sessions - Time on App: Average time spent on App in minutes - Time on Website: Average time spent on Website in minutes - Length of Membership: How many years the customer has been a member - Avatar: Color of the avatar the customer selected on the website - Email: Email address - Address: Shipping address

2 Load and Check Data

Import libraries:

```
import numpy as np
import pandas as pd
import re
from scipy.stats import f_oneway, pearsonr, spearmanr
from sklearn.ensemble import AdaBoostRegressor
from sklearn.linear_model import LinearRegression, RANSACRegressor
from sklearn.model_selection import train_test_split, GridSearchCV
from sklearn.pipeline import Pipeline
from sklearn.preprocessing import StandardScaler
from sklearn.tree import DecisionTreeRegressor

import matplotlib.pyplot as plt
import seaborn as sns
```

Load the data into a pandas DataFrame:

```
[17]: df = pd.read_csv(
    ".../Ecommerce Customers.csv")
```

View the data:

```
[18]: print("Dataset contains %d rows and %d columns" % df.shape)
```

Dataset contains 500 rows and 8 columns

```
[19]: df.head()
```

```
[19]: Email \
0 mstephenson@fernandez.com
1 hduke@hotmail.com
2 pallen@yahoo.com
3 riverarebecca@gmail.com
4 mstephens@davidson-herman.com
```

```
Address Avatar \
0 835 Frank Tunnel\nWrightmouth, MI 82180-9605 Violet
1 4547 Archer Common\nDiazchester, CA 06566-8576 DarkGreen
2 24645 Valerie Unions Suite 582\nCobbborough, D... Bisque
3 1414 David Throughway\nPort Jason, OH 22070-1220 SaddleBrown
```

4 14023 Rodriguez Passage\nPort Jacobville, PR 3... MediumAquaMarine

```
Avg. Session Length
                        Time on App
                                      Time on Website
                                                        Length of Membership \
0
             34.497268
                                             39.577668
                                                                     4.082621
                           12.655651
1
             31.926272
                           11.109461
                                             37.268959
                                                                     2.664034
2
             33.000915
                                                                     4.104543
                           11.330278
                                             37.110597
3
             34.305557
                           13.717514
                                             36.721283
                                                                     3.120179
4
                                             37.536653
             33.330673
                           12.795189
                                                                     4.446308
   Yearly Amount Spent
0
            587.951054
1
            392.204933
2
            487.547505
3
            581.852344
4
            599.406092
```

Check datatype of each column:

```
[20]: df.dtypes
```

[20]:	Email	object
	Address	object
	Avatar	object
	Avg. Session Length	float64
	Time on App	float64
	Time on Website	float64
	Length of Membership	float64
	Yearly Amount Spent	float64
	dtype: object	

Check for null values:

```
[21]: df.isna().sum()
```

```
[21]: Email
                               0
      Address
                               0
      Avatar
                               0
      Avg. Session Length
                               0
      Time on App
                               0
      Time on Website
                               0
      Length of Membership
                               0
      Yearly Amount Spent
                               0
      dtype: int64
```

Number of unique values feature:

[22]: df.nunique()

```
[22]: Email
                               500
      Address
                               500
      Avatar
                               138
      Avg. Session Length
                               500
      Time on App
                               500
      Time on Website
                               500
      Length of Membership
                               500
      Yearly Amount Spent
                               500
      dtype: int64
```

As a sanity check, use the .describe() function to make sure the data does not contain any obvious errors (ex. a negative values):

[30]: df.describe().round(1)

[30]:		Avg.	Session Length	Time on App	Time on Website	\
	count		500.0	500.0	500.0	
	mean		33.1	12.1	37.1	
	std		1.0	1.0	1.0	
	min		29.5	8.5	33.9	
	25%		32.3	11.4	36.3	
	50%		33.1	12.0	37.1	
	75%		33.7	12.8	37.7	
	max		36.1	15.1	40.0	

	Length	of	Membership	Yearly	Amount	Spent
count			500.0			500.0
mean			3.5			499.3
std			1.0			79.3
min			0.3			256.7
25%			2.9			445.0
50%			3.5			498.9
75%			4.1			549.3
max			6.9			765.5

There are no obvious issues.

3 Data Transformation

3.1 Email

Email is a categorical variable with a unique value for each customer. Thus, it is impossible for Email to have any predictive power in its current form. However, natural language processing and text mining techniques might be useful for extracting meaning from the Email feature.

Potentially meaningful information that could be extracted from Email: - email service provider - simplicity of email address (proxy for age): - a combination of the following variables: - popularity of email service provider - when the email service provider was founded - length of email address

(the part before the '@' sign) - whether email address contains any English words and how common those words are. - Very simple email addresses may indicate that the user is over a certain age: ex. there is a user in the dataset with the email address "pallen@yahoo . com". This user was likely old enough to use email when yahoo mail launched in 1997, as allen is a common first and last name and thus this username would be in high demand. - gender - use a library to detect female and male names in the email address. - ex. there is a user in the dataset with the email "riverarebecca@gmail . com". This is likely a woman named Rebecca Rivera. - education and place of employment: - work email addresses or email addresses ending in .edu may contain this information.

For the purpose of simplicity, the only information I will extract from Email will be the email service provider.

```
[23]: df["email_serv"] = df["Email"].apply(lambda x: re.split("@", x)[1])
[24]: df["email_serv"].nunique()
[24]: 244
      pd.DataFrame(df["email_serv"].value_counts()).head()
[25]:
                   email_serv
      gmail.com
                           87
      hotmail.com
                           87
      yahoo.com
                           76
                            2
      jones.com
      edwards.com
                            2
     df["email_type"] = df["email_serv"].apply(lambda x: "." + re.split("\.", x)[1])
[27]: df["email_type"].unique()
[27]: array(['.com', '.biz', '.net', '.info', '.org'], dtype=object)
[28]: df["email_serv"] = df["email_serv"].apply(lambda x: re.split("\.", x)[0])
      df["email_serv"] = df["email_serv"].apply(
          lambda x: x if x in ["gmail", "hotmail", "yahoo"] else "other")
[29]: df.head()
[29]:
                                 Email \
      0
             mstephenson@fernandez.com
                     hduke@hotmail.com
      1
      2
                      pallen@yahoo.com
               riverarebecca@gmail.com
      3
        mstephens@davidson-herman.com
```

Address

Avatar \

```
0
        835 Frank Tunnel\nWrightmouth, MI 82180-9605
                                                                   Violet
      4547 Archer Common\nDiazchester, CA 06566-8576
1
                                                                DarkGreen
2
   24645 Valerie Unions Suite 582\nCobbborough, D...
                                                                 Bisque
3
    1414 David Throughway\nPort Jason, OH 22070-1220
                                                              SaddleBrown
   14023 Rodriguez Passage\nPort Jacobville, PR 3... MediumAquaMarine
   Avg. Session Length Time on App
                                      Time on Website
                                                        Length of Membership \
0
             34.497268
                           12.655651
                                             39.577668
                                                                     4.082621
                           11.109461
                                                                     2.664034
1
             31.926272
                                             37.268959
2
                           11.330278
             33.000915
                                             37.110597
                                                                     4.104543
3
             34.305557
                           13.717514
                                             36.721283
                                                                     3.120179
4
             33.330673
                           12.795189
                                             37.536653
                                                                     4.446308
   Yearly Amount Spent email_serv email_type
0
            587.951054
                             other
                                          .com
1
            392.204933
                           hotmail
                                          .com
2
            487.547505
                             yahoo
                                          .com
3
            581.852344
                             gmail
                                          .com
4
            599.406092
                             other
                                          .com
```

3.2 Address

Just like Email, Address is a categorical variable with a unique value for each customer. Thus, it is impossible for Address to have any predictive power in its current form. However, natural language processing and text mining techniques might be useful for extracting meaning from the Address feature.

Extract state/territory/military location from address:

Note that the following are abbreviations for US territories and Sovereign Nations served by the US Postal Service, not errors:

Country/Territory	Abbreviation
American Samoa	AS
Guam	GU
Northern Mariana	MP
Marshall Islands	MH
Micronesia	FM
Palau	PL
Puerto Rico	PR
Virgin Islands	VI

50 states + 1 District of Columbia + 9 military locations + 8 other countries/territories = 68 "states" in total.

Given that the client sells clothing inspired by the textiles of Guam, people from islands in Oceania and/or living on military bases may represent a disproportionately large number of customers.

```
[34]: df["State"].nunique()
[34]: 68
      df["State"].value_counts()
[35]:
[35]: DE
                 13
      MO
                 13
      SC
                 13
      OR
                 12
      VT
                 12
      WA
                  4
      FPO AP
                  4
      FPO AA
                  4
                  3
      ID
      APO AP
                  2
      Name: State, Length: 68, dtype: int64
```

There are too many distinct values for State for State to be a meaningful feature. However, proximity to New York City may be significant.

[38]: F_onewayResult(statistic=0.4962441746981331, pvalue=0.48148435280235435)

```
[44]: f_oneway(df[df["State"].isin(["CT", "NJ"])]["Yearly Amount Spent"], df[~df["State"].isin(["CT", "NJ"])]["Yearly Amount Spent"])
```

[44]: F_onewayResult(statistic=0.02254901349693498, pvalue=0.8806965864769287)

Proximity to NYC is not significant, but whether a client resides in Guam may be a meaningful feature.

```
[47]: df [df ["State"] == "GU"] . shape
```

[47]: (6, 11)

Individuals from Guam did spend less. I will reexamine this difference later in the analysis, when I will have a better understanding of potential third variables that could explain this trend.

Group State by region.

```
[75]: state_region = {state: region for region in region_states.keys() for state in region_states[region]}
```

```
[76]: df["Region"] = df["State"].map(state_region)
```

```
[]: df = df.drop(columns=["Address"])
```

3.3 Avatar

```
[63]: df["Avatar"].value_counts()
```

```
[63]: CadetBlue
                          7
      SlateBlue
                          7
      GreenYellow
                          7
      Cyan
                          7
      Teal
                          7
      PaleGreen
                          1
      PaleTurquoise
                          1
      Yellow
                          1
      DeepSkyBlue
                          1
      LightSlateGray
                          1
      Name: Avatar, Length: 138, dtype: int64
```

Just like Email and Address, Avatar is a categorical variable with a unique value for each customer. Thus, it is impossible for Avatar to have any predictive power in its current form. However, given that there is no objective way to group these colors into an overarching hierarchy (ex. should pastel blue be grouped with blues or pastels), I am just going to drop the Avatar column from the dataset.

While Avatar is not useful for this analysis, I would recommend that the company investigate whether there is a relationship between Avatar color and the color of future clothing purchases. If so, avatar color could indicate which colors will be in demand next fashion season.

```
[64]: df = df.drop(columns=["Avatar"])
[65]:
     df.head()
[65]:
         Avg. Session Length
                                Time on App
                                              Time on Website
                                                                 Length of Membership
                    34.497268
                                  12.655651
                                                     39.577668
                                                                              4.082621
      1
                                                                              2.664034
                    31.926272
                                  11.109461
                                                     37.268959
      2
                    33.000915
                                  11.330278
                                                     37.110597
                                                                              4.104543
      3
                    34.305557
                                  13.717514
                                                     36.721283
                                                                              3.120179
      4
                    33.330673
                                  12.795189
                                                     37.536653
                                                                              4.446308
         Yearly Amount Spent email_serv email_type State
                                                                    Region
      0
                   587.951054
                                    other
                                                          ΜI
                                                                   midwest
                                                  .com
                   392.204933
                                                          CA
      1
                                  hotmail
                                                  .com
                                                                      west
      2
                                                          DC
                   487.547505
                                    yahoo
                                                                 northeast
                                                  .com
      3
                   581.852344
                                     gmail
                                                          OH
                                                                   midwest
                                                  .com
                   599.406092
                                     other
                                                          PR
                                                              territories
                                                  .com
```

4 Explore Dataset

4.1 Create Training and Test Sets

Creating a test set allows us to evaluate the variance of our model. Variance is the extent to which patterns detected in the training data can be generalized to unseen data (such as the test set).

4.2 Define Visualization Functions

```
[69]: def calculate_pvalues(dfr, method_func=pearsonr):
    """
    dfr : dataframe
    method_func : function (NOT A STRING)
        - either pearsonr or spearmanr from scipy.stats
    """
    dfcols = pd.DataFrame(columns=dfr.columns)
    pvalues = dfcols.transpose().join(dfcols, how='outer')
    for r in dfr.columns:
        for c in dfr.columns:
            pvalues[r][c] = round(method_func(dfr[r], dfr[c])[1], 2)
    return pvalues
```

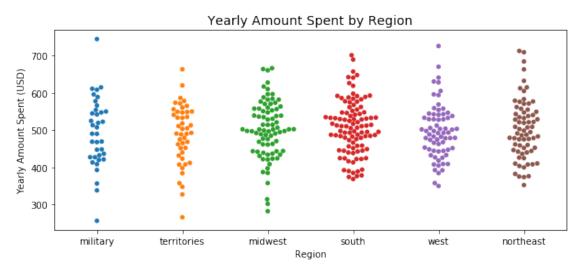
4.3 Explore Training Data

4.3.1 Categorical Data

Region

```
[85]: fig, my_ax = plt.subplots(figsize=(10, 4))
sns.swarmplot(x="Region", y="Yearly Amount Spent", data=train_df, ax=my_ax)
my_ax.set_title("Yearly Amount Spent by Region", fontsize=14)
my_ax.set_ylabel("Yearly Amount Spent (USD)")

plt.show()
```

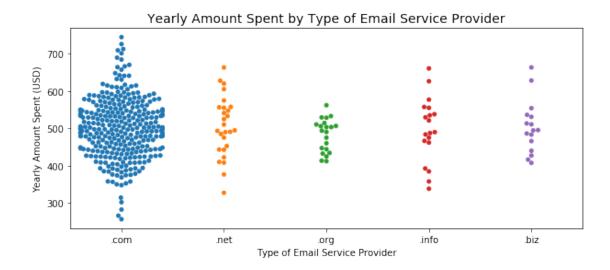


Conduct an ANOVA test to see if there is a significant difference in the Yearly Amount Spent in each Region:

[86]: F_onewayResult(statistic=0.5507746302861277, pvalue=0.737737378414197)

p-value = 0.74 > 0.1, meaning that Region is not a significant predictor of Yearly Amount Spent.

Type of Email Service Provider

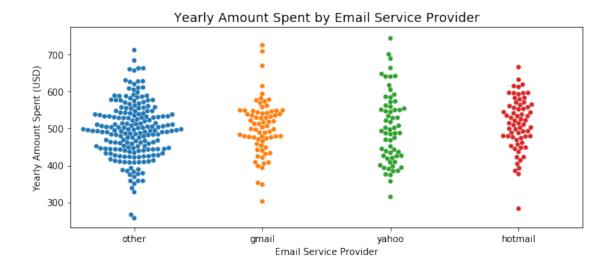


Conduct an ANOVA test to see if there is a significant difference in the Yearly Amount Spent for each email_type:

[89]: F_onewayResult(statistic=0.34281407462547203, pvalue=0.8489876216512878)

p-value = 0.74 > 0.1, meaning that email_type is not a significant predictor of Yearly Amount Spent.

Email Service Provider



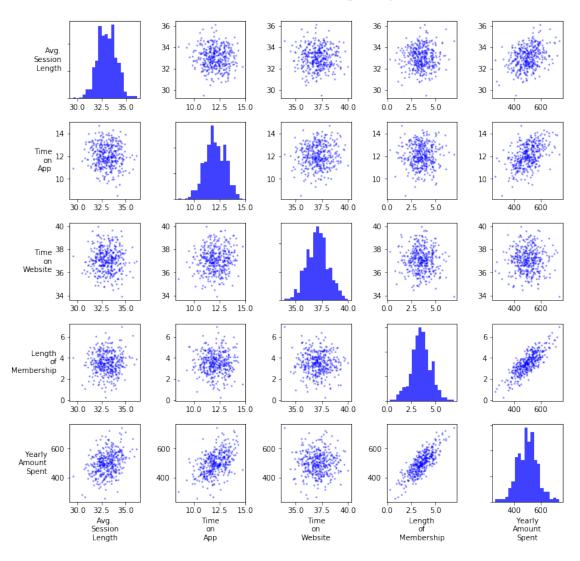
Conduct an ANOVA test to see if there is a significant difference in the Yearly Amount Spent for each email_serv:

[91]: F_onewayResult(statistic=1.0082937956670057, pvalue=0.38898311660136486)

p-value = 0.39 > 0.1, meaning that email_serv is not a significant predictor of Yearly Amount Spent.

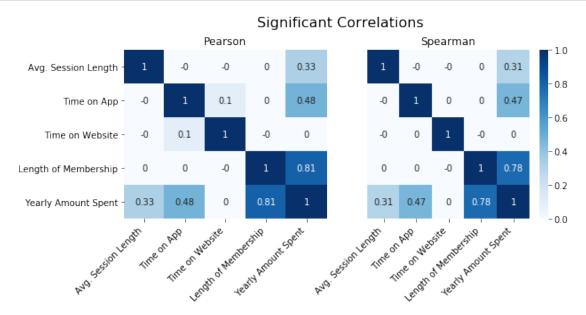
4.3.2 Numerical Data

Distribution of Data in Training Set by Feature



All variables have a normal distribution.

```
[93]: fig, axes = plt.subplots(figsize=(9, 3.5), ncols=2)
      sns.heatmap(train_df[continuous_vars].corr(
          method="pearson").round(2)*get_p_val_mask(train_df[continuous_vars],_
       →pearsonr),
                  cmap="Blues", ax=axes[0], center=.5, annot=True, cbar=False)
      axes[0].set_title("Pearson")
      sns.heatmap(train_df[continuous_vars].corr(
          method="spearman").round(2)*get_p_val_mask(train_df[continuous_vars],__
       ⇒spearmanr),
                  cmap="Blues", ax=axes[1], center=.5, annot=True)
      axes[1].set_title("Spearman")
      axes[1].set_yticklabels([])
      axes[1].set_yticks([])
      for my_ax in axes:
          bottom, top = my_ax.get_ylim()
          my_ax.set_ylim(bottom + 0.5, top - 0.5)
          my_ax.set_xticklabels(my_ax.get_xticklabels(), rotation=45, ha="right")
      fig.suptitle("Significant Correlations", y=1.03, fontsize=16)
      plt.show()
```

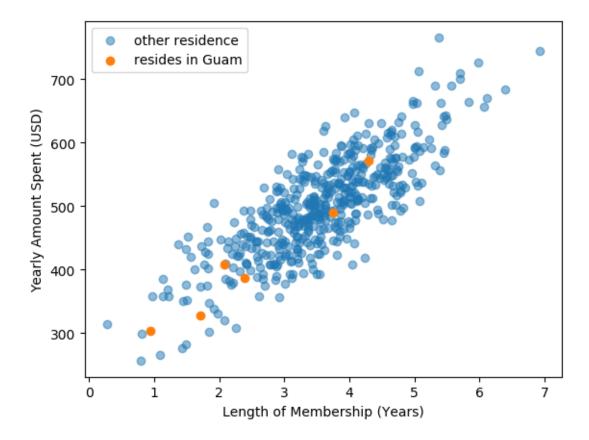


Observations: Avg. Session Length, Time on App, and Length of Membership all have a positive linear relationship with Yearly Amount Spent and are not correlated with each other. Length of Membership is the greatest predictor of Yearly Amount Spent, followed by Time on App, and Avg. Session Length. There is no relationship between Time on Website and Yearly Amount Spent.

Implications for Model: As the three predictor variables have no relationship with each other, a Principal Components Analysis is not needed. Furthermore, a Multivariate Linear Regression (perhaps with RANSAC) will likely fit the data well. Given the lack of complex relationships in the dataset, more complex methods, such as a Decision Tree Regression or AdaBoost Regression, will not suit the data as well.

Effect of Residence in Guam, Revisited

As previously discussed, customers living in Guam have lower values for Yearly Amount Spent. A quick scatter plot of Length of Membership (the strongest predictor of Yearly Amount Spent) and Yearly Amount Spent will show whether a l



Given that only 6 customers reside in Guam and that their lower Yearly Amount Spent values are proportional to their lower Length of Membership values, I will not include whether a customer resides in Guam from the model.

5 Predict Yearly Amount Spent

```
[95]: train_X = train_df[significant_predictors].values
test_X = test_df[significant_predictors].values
```

5.1 Define Visualization Functions

```
[97]: color_explanation = "Darker purple dots correspond to higher values for "\
"the sum of the standard deviations of the other two predictor variables."
```

```
[98]: sc = StandardScaler()
```

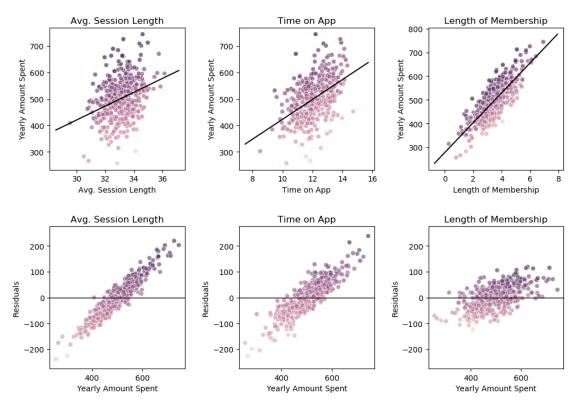
```
[99]: def plot_model and_residuals(model, thin_trendline=False, model_name=None):
          plt.rcdefaults()
          fig, axes = plt.subplots(nrows=2, ncols=3, figsize=(12, 8))
          for i in range(3):
              model = model.fit(train_X[:, i].reshape(-1, 1), train_y)
              x_span = train_X[:, i].max()-train_X[:, i].min()
              x_all = np.linspace(train_X[:, i].min()-int(x_span/6),
                                  train_X[:, i].max()+int(x_span/6), 100)
              y_all_pred = model.predict(x_all.reshape(-1, 1))
              other X cols = [j for j in range(3) if j!=i]
              ja_std = sc.fit_transform(train_X[:, other_X_cols[0]].reshape(-1, 1))
              jb_std = sc.fit_transform(train_X[:, other_X_cols[1]].reshape(-1, 1))
              hue_col = ja_std + jb_std
              hue_col = hue_col.reshape(train_X[:, i].shape)
              sns.scatterplot(train_X[:, i], train_y,
                              hue=hue_col,
                              alpha=.7, ax=axes[0][i])
              if thin_trendline:
                  axes[0][i].plot(x_all, y_all_pred, color="black",
                                  linewidth=1, alpha=0.6)
              else:
                  axes[0][i].plot(x_all, y_all_pred, color="black")
              axes[0][i].set title(significant predictors[i])
              axes[0][i].set_xlabel(significant_predictors[i])
              axes[0][i].set ylabel("Yearly Amount Spent")
              axes[0][i].legend_.remove()
              pred_y = model.predict(train_X[:, i].reshape(-1, 1))
              #print(train_y.mean())
              #print(pred_y.mean())
              sns.scatterplot(train_y, train_y-pred_y,
                              hue=hue_col,
                              ax=axes[1][i], alpha=0.6)
              axes[1][i].axhline(color="black", linewidth=1)
              axes[1][i].set_xlabel("Yearly Amount Spent")
              axes[1][i].set_ylabel("Residuals")
              axes[1][i].set_ylim(-275, 275)
              axes[1][i].set_title(significant_predictors[i])
              axes[1][i].legend_.remove()
          if model name:
              fig.suptitle(model_name + ": Univariate Fit and Residuals",
                           fontsize=14)
          else:
              fig.suptitle("Univariate Fit and Residuals", fontsize=14)
```

```
plt.figtext(0.5, 0.01, color_explanation, horizontalalignment='center')
           plt.subplots_adjust(hspace=.4, wspace=.4)
           plt.show()
[100]: def evaluate_model(model):
           model = model.fit(train_X, train_y)
           print("Training Set Score: ",
                 model.score(train_X, train_y).round(3))
           print("Test Set Score:
                 model.score(test_X, test_y).round(3))
[101]: def summarize_gs(gs):
           """Prints best test (validation) score of a fitted GridSearchCV object
           Parameters
           gs : fitted GridSearchCV object
           Returns
           None
           11 11 11
           if len(list(gs.best_params_.keys())) > 0:
               print("Best Parameters:", gs.best_params_)
```

5.2 Linear Regression

gs_std_test_score = gs.cv_results_["std_test_score"][gs.best_index_]
print("Best Score: %.3f +/- %.3f" % (gs.best_score_, gs_std_test_score))

Univariate Fit and Residuals



Darker purple dots correspond to higher values for the sum of the standard deviations of the other two predictor variables.

Best Score: 0.982 +/- 0.005

```
[105]: evaluate_model(pipe_lnr)
```

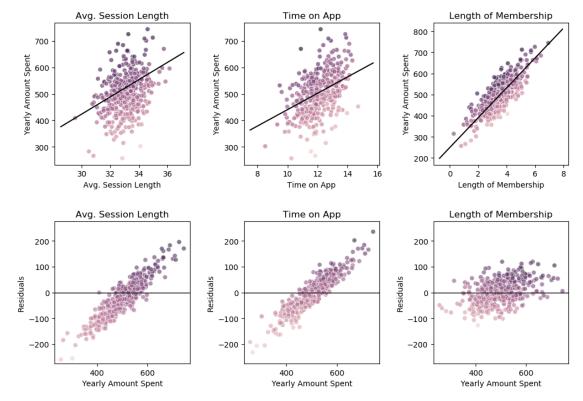
Training Set Score: 0.983 Test Set Score: 0.989

Wow! Just as I predicted, the multivariate linear regression model fits the data very well.

5.3 RANSAC Linear Regression

RANSAC (Random Sample Consensus) reduces the influence of outliers in a linear regression. While there is little room for improvement, I will try applying RANSAC to the multivariate linear regression model.

RANSAC Linear Regression: Univariate Fit and Residuals



Darker purple dots correspond to higher values for the sum of the standard deviations of the other two predictor variables.

Fit multivariate RANSAC linear regression:

```
n_jobs=-1, iid=True)

gs_lnr_ransac = gs_lnr_ransac.fit(train_X, train_y)
summarize_gs(gs_lnr_ransac)
```

Best Parameters: {'ransac_min_samples': 300, 'ransac_residual_threshold': 3} Best Score: 0.982 +/- 0.005

Further fine tune the hyperparameters:

Best Parameters: {'ransac_min_samples': 300, 'ransac_residual_threshold': 2.5}
Best Score: 0.982 +/- 0.005

```
[117]: pipe_lnr_ransac = pipe_lnr_ransac.set_params(**gs_lnr_ransac.best_params_)
```

```
[118]: evaluate_model(pipe_lnr_ransac)
```

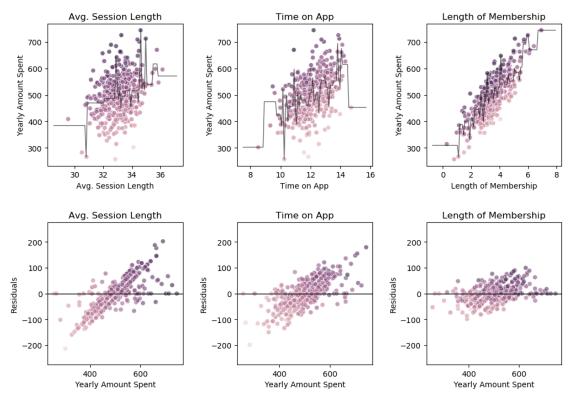
Training Set Score: 0.983 Test Set Score: 0.99

The r2 score for the test set improved by 0.001, but there was very little room for improvement.

5.4 Decision Tree Regressor

As discussed earlier, I do not believe that a Decision Tree Regression will fit the dataset well.

DecisionTreeRegressor: Univariate Fit and Residuals



Darker purple dots correspond to higher values for the sum of the standard deviations of the other two predictor variables.

```
dtr_params = {"max_depth": [3, 6, 8, 10, 15, 50],
[120]:
                     "min_samples_split": [2, 5, 20, 30, 50]}
[121]: gs_dtr = GridSearchCV(
           estimator=DecisionTreeRegressor(random_state=1),
           param_grid=dtr_params,
           scoring="r2", return_train_score=True, cv=5,
           n_jobs=-1, iid=True)
       gs_dtr = gs_dtr.fit(train_X, train_y)
       summarize_gs(gs_dtr)
      Best Parameters: {'max_depth': 10, 'min_samples_split': 2}
      Best Score: 0.833 +/- 0.016
[122]: dtr = DecisionTreeRegressor(
           random_state=1).set_params(**gs_dtr.best_params_)
[123]:
       evaluate_model(dtr)
```

Training Set Score: 0.998

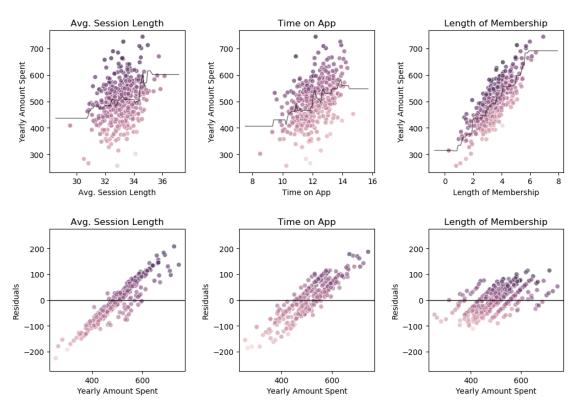
Test Set Score: 0.914

Indeed, the Decision Tree Regression is not as good a model as the Multivariate Linear Regression Model.

5.5 ADABoost Regression

As discussed earlier, I do not believe that an AdaBoost Regression will fit the dataset well. As the Decision Tree Regression didn't fit the dataset nearly as well as did the Multivariate Linear Regression, I am quite confident that the AdaBoost Regression will not fit the data as well as the Multivariate Linear Regression.

AdaBoost Regressor: Univariate Fit and Residuals



Darker purple dots correspond to higher values for the sum of the standard deviations of the other two predictor variables.

[125]: evaluate_model(adabr)

Training Set Score: 0.918 Test Set Score: 0.861 Indeed, the Decision Tree Regression is not as good a model as the Multivariate Linear Regression Model.

6 Conclusion

Avg. Session Length, Time on App, and Length of Membership all have a positive linear relationship with Yearly Amount Spent and are not correlated with each other. Length of Membership is the greatest predictor of Yearly Amount Spent, followed by Time on App, and Avg. Session Length. As the three predictor variables have no relationship with each other, the Multivariate Linear Regression with RANSAC fit the data nearly perfectly. The r2 score for the test data was 0.990.