

1. Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

Ans. The top three variable that contributes most towards the result

1. Lead origin
2. Specialization
3. Lead source

2. What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

Ans. Top 3 Categorical/Dummy variables to increase probability are:

1. Tags Closed by Horizon
2. Tags Will revert after reading the email
3. Tags switched off

3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

Ans. Phone calls must be done to people from below features:

1. Tags Closed by Horizon
2. Tags will revert after reading the email
3. Lead source wellingak website
4. Last notable activity SMS sent
5. Lead origin lead add form

4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Ans. In this condition they need to focus more on automated emails and SMS marketing campaign.