

Subjective Questions

Lead Scoring Case Study – Ahinram, Ayushi & Sonali

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

Ans: Below are the top variables that contributes towards the result.

- a. The total time spends on the Website.
- b. Total number of visits.
- c. When the lead source was:
 - i. References
 - ii. Olark chat conversation
 - iii. Organic search
 - iv. Welingak website

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: The top 3 categorical/dummy variables to increase probability are:

- a) Lead Source with elements Organic search.
- b) Lead Source with elements direct traffic.
- c) Lead Source with elements Olark chat conversation.

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 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 if:

- They spend a lot of time on the website, and this can be done by making the website interesting and thus bringing them back to the site.
- They are seen coming back to the website repeatedly.
- Their last activity is through SMS or through Olark chat conversation.
- They are working professionals.

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 situation or condition they need to focus more on other methods like automated emails and SMS. This way calling won't be required unless it is an emergency. The above strategy can be used but with the customers that have a very high change of buying the course.