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| **Working Title of the Project:** | | Customer Churn Prediction Using Machine Learning | | |
| **Project Site / Location** | |  | | |
| **Name and address of the company / organisation**  **(Applicable for projects with industry or industry support)** | | SRM IST, Kattankulathur, Chengalpattu District-603203 | | |
| **Supervision Team** | | | | |
|  | **Supervisor** | | **Co-Supervisor** | **External Supervisor**  **(If applicable)** |
| **Name** | Ms. M. Rajalakshmi | |  |  |
| **Designation** | Assistant Professor | |  |  |
| **Department** | Computing Technologies | |  |  |
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| **Name of student** | **Register Number** | **Department** | **Mobile Number** | **Email ID** |
| Samiksha Upadhyay | RA1911003010391 | Computing Technologies | 7349519200 | Su8458@srmist.edu.in |
|  |  |  |  |  |
| **Degree/ program** | B.Tech | **Specialisation** | Computer Science & Engineering  **Project Batch ID** |
| **Academic Year** | 2022-2023 (Even) | **Semester** | 8 |
| **Course Code** | **18CSP109L/ 18CSP111L** | **Course Title** | Project |
| Mission Statement | | | |
|  | | | |
| **Problem (or) Product Description:** | | | |
| Customer Churn Prediction Using Machine Learning | | | |
|  | | | |
| **Assumptions and Constraints** | | | |
| Predicting customer churn based on the previous data and predicting which features are essential | | | |
| **Stakeholders** | | | |
| Industrialists | | | |

**Division of work and contributors**

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| --- | --- | --- | --- | --- |
| **Time period** | | **Activities or components of the project** | **Name/Register Number of the Individual Contributor** | **Names/Register Number of the Joint Contributors** |
| **From Date** | **To Date** |
| 5th Jan 2023 | 15th Jan 2023 | Various algorithms and neural network models were researched | Samiksha Upadhyay  (RA1911003010391) |  |
| 16th Jan 2023 | 31st Jan 2023 | Basis research on churn and various algorithms | Samiksha Upadhyay  (RA1911003010391) |  |
| 1st Feb 2023 | 10th Feb 2023 | Provided insights on the dataset and understanding basics of images | Samiksha Upadhyay  (RA1911003010391) |  |
| 11th Feb 2023 | 15th Feb 2023 | Block diagrams, Machine Learning cycle of project | Samiksha Upadhyay  (RA1911003010391) |  |
| 16th Feb 2023 | 25th Feb 2023 | Worked on dataset with augmentation and splitting | Samiksha Upadhyay  (RA1911003010391) |  |
| 26th Feb 2023 | 16th March 2023 | Worked on building the model using machine learning algorithms | Samiksha Upadhyay  (RA1911003010391) |  |
| 17th March 2023 | 25th March 2023 | Worked on resizing the images of the dataset for the models | Samiksha Upadhyay  (RA1911003010391) |  |
| 26th March 2023 | 20th April 2023 | Worked on building the model using various models | Samiksha Upadhyay  (RA1911003010391) |  |

**Summary record of major progress meetings with supervisors**

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| **Summary record of major progress meetings with supervisors** | |  | **Working title of dissertation/research project:** Customer Churn Prediction using Machine Learning | |
| **Meeting date & supervisors present** | **Progress since last meeting** | **Agreed programme of work and target dates** | **Other issues, e.g. facilities, supervision, training needs, etc.** | **Date of next meeting** |
| **5th Jan 2023** |  | Deciding topic for project |  | 12th Jan 2023 |
| 12th Jan 2023 | Decided topic and prepared ppt for zeroth review | Research on topic and prepare literature survey |  | 30th Jan 2023 |
| 30th Jan 2023 | Prepared literature survey and planned the path for project | Work on building the model. Also prepare for first review |  | 16th Feb 2023 |
| 16th Feb 2023 | Model building started. Ppt prepared | Suggested changes to be made |  | 18th Feb 2023 |
| 18th Feb 2023 | Changes made for the review. Basic steps done | Further work on building model |  | 28th Feb 2023 |
| 28th Feb 2023 | Machine learning algorithms were made | Machine Learning models to be implemented. Also prepare for review |  | 16th March 2023 |
| 16th March 2023 | CNN models were implemented. Ppt was prepared | Changed to be made in ppt |  | 18th March 2023 |
| 18th March 2023 | Changes were implemented | Post review meeting |  | 21st March 2023 |
| 20th March 2023 | Draft paper was made | Changes in the draft paper were told and suggested for going to conference |  | 28th March 2023 |
| 28th March 2023 | Applied for conference | Further changes to be made in the paper |  | 15th April 2023 |
| 15th April 2023 | Changes were implemented and cascaded model was under progress | Told to complete the model |  | 24th April 2023 |
| 24th April 2023 | Model was completed | New format for paper was given. Pointers were given for the ppt also |  | 27th April 2023 |
| 27th April 2023 | Paper was presented in the conference | Preparation of the report |  | 3rd May 2023 |
| 3rd May 2023 | Report was completed | Plagiarism report was awaited |  | 4th May 2023 |
| 4th May 2023 | Plagiarism report was received | Changed to be made as per the report |  | 5th May 2023 |
| 5th May 2023 | Draft report was changed and submitted and ppt for review was given | Changes for the ppt were told and plagiarism report was to be considered again |  | 6th May 2023 |
| 6th May 2023 | Draft report was submitted and review was given | Post review meeting |  | 9th May 2023 |
| 9th May 2023 | Final draft of the report was submitted |  |  |  |

**Worksheet / Data collection / Observation etc**

**Journal Publication Details**

Our paper titled" Customer Churn Prediction using Machine Learning "was presented in 14th ICCCNT 2023 conference organized by IEEE. Various teams will be shortlisted and the best papers awarded based on their performance. The papers will be on various fields and streams of computer science and engineering.

