

Table of Contents					
Sheet Name	Description				
Executive Summary	Summary of findings and conclusions				
Conversion Funnel	How the customer flows from "Viewing" page to "Shopping Cart" to "Purchase"				
Retention Rates	Breakdown of many customers continued to make purchases over the next several months				
Cohort Analysis	Monthly breakdown by Cohort Group for month to month.				
Purchase Activity	Segregation of just "Purchase" activity used for analysis and breakdown.				
First Purchase	A breakdown of when customers made their first purchase				
Raw Used Data	Raw data collected and used for analysis				
Legend					
Summaries					
Analysis					
Calculations					
Raw Data					
Executive Summary					
Results	Synopsis:				
Conversion Funnel	35.6% of the people who put an item in the cart make a purchase, but only 10.3% of visitors all together make a final purchase.				
	In conclusion: I would look for what may be stoping people from making a purchase. It is ease of use? Payment screen issues?				
	Or is there some confusion of the process once viewing the page? Direct links, system processes review or promotional matenal may help.				
Retention Rates	People are rarely making additional purchases after their first purchase. Retention falls to 0% or nearly 0% by 4th month for most cohorts.				
	In conclusion: Promotional discounts for returning customers along with targeted marketing may help bring people back.				
Analysis	Description:				
Raw Data	Breaks down - Event Types, User ID, Catagogy, Brands, Price and Event Dates. Used 6 month span for cohort grouping.				
	Data used: Event Types, Event Dates and User ID were used in the evaluation.				
Conversion Funnel	Shows both the <i>Conversion Rate</i> (One step the the next), and <i>Total Conversion Rates</i> (Views to Purchase).				
	Data used: Organized the Event Type for Standard Funnel Metrics, using Views, Shopping Cart and Purchase against User ID.				
Retention Rates	Took cohorts by age group and analysed retention. I used 6 months and each month was a new cohort group from their First Purchase.				
	Data used: Cohorts were tracked for 4 months after initial purchase for retention.				