

Welcome

KEY PERFORMANCE INDICATOR

- 1) Increase tech Support capacity for fibre optic customers and lower tech tickets per customer to 0.5.
- 2) Increase sale of 1 and 2 years by 5% each.
- 3) Yearly increase of automatic payment by 5%.

Chrun Dashboard

- .Demographics
- .Customer Account Information
- .Services

Customer Risk Analysis

- .Internet Service
- .Type of Contact
- .Payment Method

CHRUN DASHBOARD

Customer at Risk

7043

Yearly Charges

16.06M

No. of Admin Tickets

3632

No. of Tech Yickets

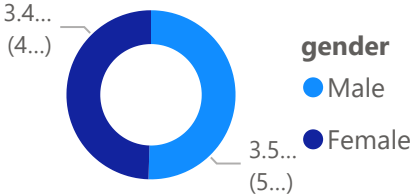
2955

Montly Charges

456.12K

Demographics

Count of gender by gender



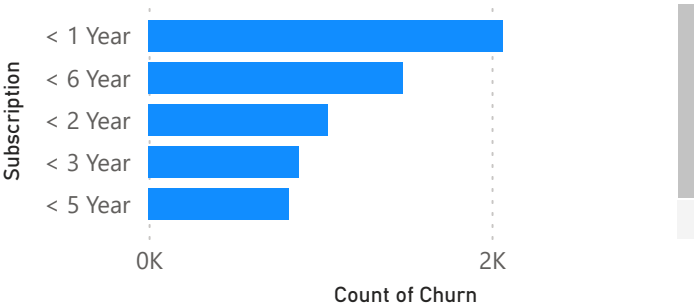
Dependents
17%

Partner
36%

Senior Citizen
25%

Subscription Time

Count of Churn by Subscription

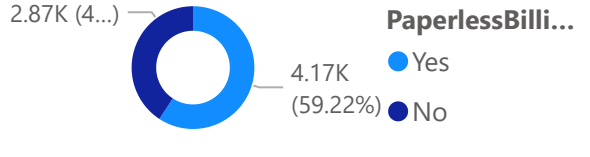


Customer Account Information

Count of PaymentMethod by PaymentMethod



Count of PaperlessBilling by PaperlessBilling

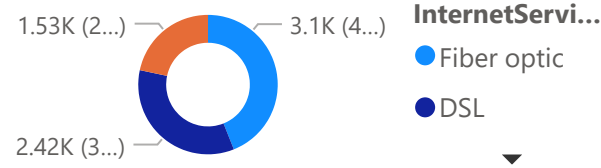


Count of Contract by Contract



Services Customer Signed Up For

Count of InternetService by InternetService



Online Backup %
28%

Streaming TV %
44%

Online Security %
16%

Phone Service %
91%

Streaming Movies %
44%

CUSTOMER RISK ANALYSIS

CONTRACT

☐ Month-to-month

☐ One year

☐ Two year

INTERNET SERVICE

☐ DSL

☐ Fiber optic

☐ No

CHRUN

☐ No

☐ Yes

TENURE

0

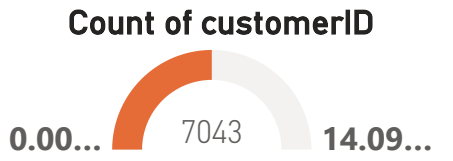
72

3632

Sum of numAdminTic...

27%

Churn Rate in %



2955

Sum of numTech...

7043

Count of Churn

