

Welcome

Key Performance Indicators

- 1- Increase tech support Capacity for fiber optic Customer and lower tech ticket per Customer to 0.5
- 2- Increase sale of 1 and 2 year contracts by 5% each
- 3- Yearly Increase of automatic payment by 5%

Churn Dashboard

- 1- Demographic
- 2- Customer Account Information
- 3- Services

Customer Risk Analysis

- 1- Internet Services
- 2- Types of Contracts
- 3- Payment Method

Churn Dashboard

Customer at Risk

7032

No. of Tech Ticket

2955

No. of Admin
Ticket

3421

Yearly Charges

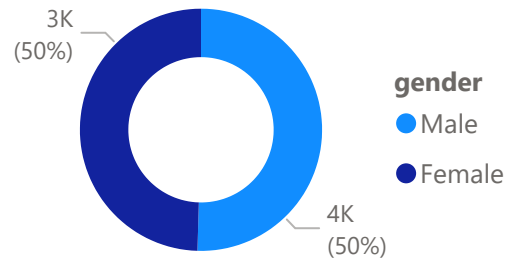
16M

Monthly Charges

456K

Demographics

Count of gender by gender



25%

Senior Citizen

36%

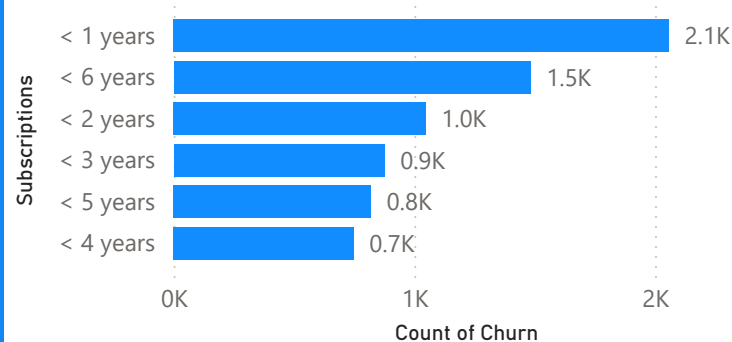
Partner

17%

Dependents

Subscription Time

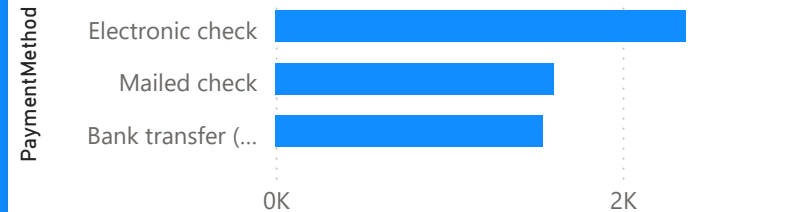
Count of Churn by Subscriptions



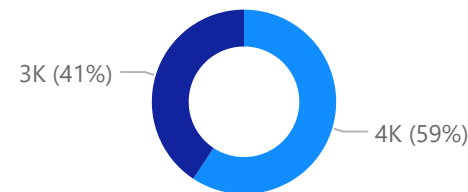
Customer Account information

Payment Method

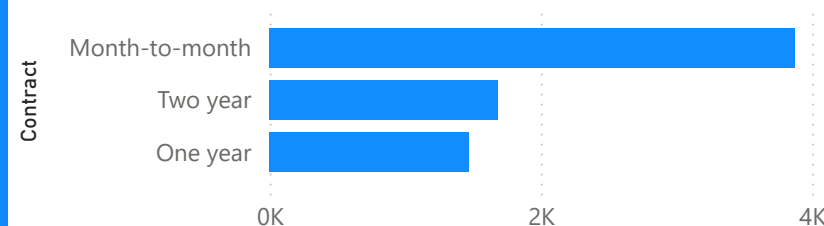
Count of PaymentMethod by PaymentMethod



Count of PaperlessBilling by PaperlessBilling



Count of Contract by Contract



Services Customer Signed up for

28%

Online Backup In %

44%

Streaming Movies In %

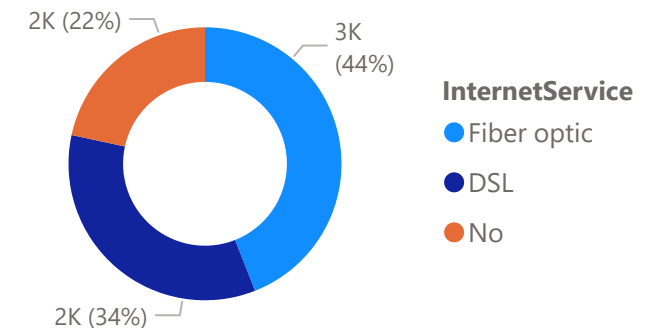
16%

Online Sec In %

91%

Phone Service In %

Count of InternetService by InternetService



Customer Risk Analysis

Risk of Churn

- ☐ No
- ☐ Yes

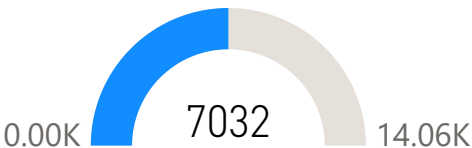
Tech Ticket

2955

Churn Rate %

27%

Churn



Admin Ticket

3621

Count of Churn

7032

Monthly Subscribed

1

72



Contract Type

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

