```
In [1]: # Nessary Libraries
  import numpy as np
  import pandas as pd
  from plotnine import *
  import matplotlib.pyplot as plt
  import seaborn as sns
```

Data Loding

```
In [2]: #loading the data
    cost=pd.read_excel("Customer_Data.xlsx",sheet_name="Cost")
    vi=pd.read_excel("Customer_Data.xlsx",sheet_name="Value Info")
    di=pd.read_excel("Customer_Data.xlsx",sheet_name="Demographic Info")

In [3]: #Merging the data on the customer id
    data=di.merge(vi,on="Customer ID",how="outer")
```

Data Exploration and Pre-Processing

```
In [4]: print("number of rows and columns in both (Value Info and Demographic Info) the dat
    vi.shape,di.shape
    number of rows and columns in both (Value Info and Demographic Info) the data set
    :
    ((30591, 5), (31441, 7))
```

number of records in both data are not equal, we might expect NAN values

```
In [5]: print("Dimention of the data :")
data.shape

Dimention of the data :
Out[5]: (31441, 11)
```

Merged Data dimention

```
In [6]: #checking dtype of col's
data.info()
```

```
<class 'pandas.core.frame.DataFrame'>
Int64Index: 31441 entries, 0 to 31440
Data columns (total 11 columns):
 # Column
                                                 Non-Null Count Dtype
--- -----
                                                 -----
 0 Customer ID
                                               31441 non-null int64
 1
      Title
                                               27363 non-null object
2 Date Of Birth 31441 non-null datetime64[ns]
3 Address City 31441 non-null object
4 Contact Allowed 31441 non-null object
5 Registration Date 31441 non-null datetime64[ns]
6 Source of Customer 31441 non-null object
7 1st Order Profit 30591 non-null float64
 2 Date Of Birth
 8 Subsequent Order Profit 30591 non-null float64
9 Subsequent Orders Count 30591 non-null float64
 10 Total value of all promotions 30591 non-null float64
dtypes: datetime64[ns](2), float64(4), int64(1), object(4)
memory usage: 2.9+ MB
```

• Checking what class each column belongs to, we have date time; int; float and object type of data.

```
In [7]: #checking for duplicate records
        print("Any duplicated values :")
        data.duplicated().sum()
        Any duplicated values :
Out[7]:
In [8]: #check for missing data
        print("percentage of missing values :")
        ((data.isnull().sum())/data.shape[0])*100
        percentage of missing values :
        Customer ID
                                          0.000000
Out[8]:
        Title
                                         12.970325
        Date Of Birth
                                          0.000000
        Address City
                                         0.000000
        Contact Allowed
                                         0.000000
        Registration Date
                                        0.000000
        Source of Customer
                                        0.000000
                                         2.703476
        1st Order Profit
        Subsequent Order Profit
Subsequent Orders Count
                                        2.703476
                                         2.703476
        Total value of all promotions
                                         2.703476
        dtype: float64
```

Handeling NAN Values

Nan values are imputed as "0" for column dtype float and "unknown" for dtype object

```
In [9]: #Imputing missing values for column "Title"
data.loc[:,"Title"].fillna("UnKnown",inplace=True)
  (data.loc[:,"Title"].value_counts()/data.shape[0])*100
```

```
63.550778
 Out[9]:
         UnKnown 12.970325
         Miss
                    8.625680
                    7.442511
         Ms
         Mrs
                     7.410706
         Name: Title, dtype: float64
        #Imputing missing values for column "1st Order Profit", "Subsequent Order Profit",
In [10]:
         #"Total value of all promotions"
         columns_to_fill = ["1st Order Profit", "Subsequent Order Profit", "Subsequent Order
         data[columns_to_fill]=data[columns_to_fill].fillna(0)
         #rechecking for the presence of missing values
In [11]:
          print("percentage of missing values :")
         ((data.isnull().sum())/data.shape[0])*100
         percentage of missing values :
                                          0.0
         Customer ID
Out[11]:
         Title
                                          0.0
         Date Of Birth
                                          0.0
         Address City
                                          0.0
         Contact Allowed
                                          0.0
         Registration Date
                                          0.0
         Source of Customer
                                          0.0
         1st Order Profit
                                          0.0
         Subsequent Order Profit
                                          0.0
         Subsequent Orders Count
                                          0.0
         Total value of all promotions
                                          0.0
         dtype: float64
```

Other Categorical Data

 Genral idea of other categorical columns in the dataset and what portions do each class belong to.

Out[13]:

Dublin

69.186731

```
Cork
                          3.412741
         Galway
                          2.102350
         Limerick
                          2.013295
         Waterford
                          1.246780
         Kilkenny
                          0.846029
         Wexford
                          0.798321
         Dundalk
                          0.776057
         Mullingar
                          0.772876
         Tallaght
                          0.756973
         Carlow
                          0.731529
         Lucan
                          0.728348
         Navan
                          0.715626
         Naas
                          0.683820
         Bray
                          0.664737
                          0.655195
         Tralee
         Drogheda
                          0.642473
         Swords
                          0.636112
         Ennis
                          0.582043
         Clonmel
                          0.572501
         Clondalkin
                          0.489806
                          0.483445
         Sligo
                          0.480265
         Enniscorthy
         Athlone
                          0.480265
         Letterkenny
                          0.480265
         Dungarvan
                          0.467542
         Newbridge
                          0.467542
         Longford
                          0.429376
         Portlaoise
                          0.423015
         Tullamore
                          0.403931
         Mallow
                          0.397570
         Ballina
                          0.394389
         Blackrock
                          0.381667
         Celbridge
                          0.381667
         Cavan
                          0.381667
         Ballinasloe
                          0.372126
         Malahide
                          0.372126
         Leixlip
                          0.362584
         Nenagh
                          0.343501
         Kildare
                          0.337139
         Ashbourne
                          0.330778
         Gorey
                          0.327598
         Balbriggan
                          0.327598
         Kells
                          0.321237
         Castlebar
                          0.314875
                          0.311695
         Athy
         Maynooth
                          0.305334
         Killarney
                          0.305334
         Rathfarnham
                          0.302153
                          0.298973
         Greystones
         Name: Address City, dtype: float64
         #Source of Customer
In [14]:
          ((data["Source of Customer"].value_counts())/data.shape[0])*100
         Direct
                            35.787666
Out[14]:
         Organic Search
                            26.691263
         Paid Search
                            20.730893
         Affiliates
                            12.302408
         Paid Social
                             4.487771
```

Feature extraction

Name: Source of Customer, dtype: float64

Additional information we extract out of the existing data

• we are trying to get the age of the customer based on the "Registration Date" and "Date Of Birth" columns, using a combination of year and month information, and stores the result in a new "Age" column.

```
In [16]: # Age group column

def categorize_age(age):
    if age <= 20:
        return '<=20'
    elif age <= 40:
        return '20-40'
    elif age <= 60:
        return '40-60'
    else:
        return '> 60'

data['Age_grp'] = data['Age'].apply(categorize_age)
```

• This code defines a function categorize_age that takes an "age" value as input and categorizes it into age groups and store it in a new column "Age_grp"

```
In [17]: #Gender
data["Gender"] = data["Title"].map({"Mr": "Male","Mrs": "Female","Miss":"Female","M((data["Gender"].value_counts())/data.shape[0])*100

Out[17]: Male 63.550778
Female 23.478897
UnKnown 12.970325
Name: Gender, dtype: float64
```

• Based on the "Title" information we are trying to identify the gender "Male" and "Female of the customer, The NAN values are imputed as "UnKnown", it is also one of the category.

```
In [18]: #Time of registration
  data["Time of registration"]=(pd.DatetimeIndex(data["Registration Date"]).hour)
```

• we create a new column called "Time of registration", with the time information in the "Registration Date" column.

```
In [19]: #month of registration
data["month of registration"]=(pd.DatetimeIndex(data["Registration Date"]).month).a
```

Most of the customer registration is done in the month jan, feb and Mar so we create
a new column called "month of registration", with the month information in the
"Registration Date" column.

```
In [20]: #Address City new
def country(x):
    if(x not in ['Dublin', 'Cork', 'Galway', 'Limerick', 'Waterford', 'Kilkenny'])
        return "Other"
    else:
        return x
data["Address City new"]=data["Address City"].apply(country)
```

Since there are many cities, most of the customers belong to ['Dublin', 'Cork', 'Galway',
'Limerick', 'Waterford', 'Kilkenny'] so we create new column called Address City new,
where we categorize cities into either the specified list or "Other."

```
In [21]: data["Total profit"]=data["1st Order Profit"]+data["Subsequent Order Profit"]
```

• we try calculating the Total profit with "respect to 1st Order Profit" and "Subsequent Order Profit" by suming them up.

Analysis

 Around 2.70 % customers have only registeres but they have not purchased anything as their "first order" and "Subsequent Order profit" also the "Subsequent Orders Count" and "Total value of all promotions" (These are basically the NAN values which were inputed as 0)

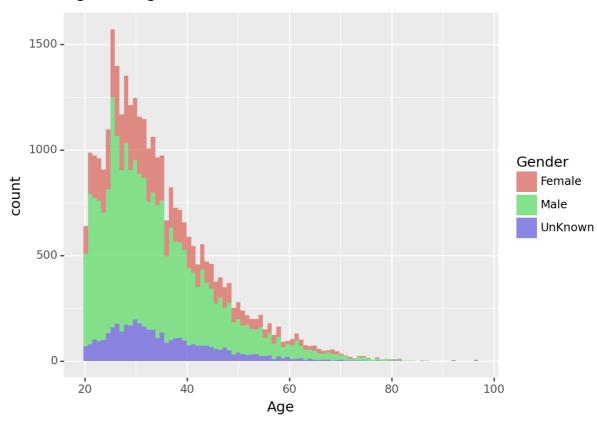
• 36.86 % customers have done theire first purches only, and no Subsequent purchases done, try focusing on them by asking for feedbacks on their first purchase and try to identify customer who had bad experiences.

 32.19 % customers have made purchases but have not redeemed any promotional discounts. Try identifying them and look for the reason behind why they have not reedemed.

```
In [25]: #Age Analysis
    (ggplot(data, aes(x='Age',fill="Gender"))+
    geom_histogram(alpha=0.7)+labs(title="Age Histogram"))
```

C:\Users\Deeksha lokesh\anaconda3\Lib\site-packages\plotnine\stats\stat_bin.py:10
9: PlotnineWarning: 'stat_bin()' using 'bins = 88'. Pick better value with 'binwid th'.

Age Histogram

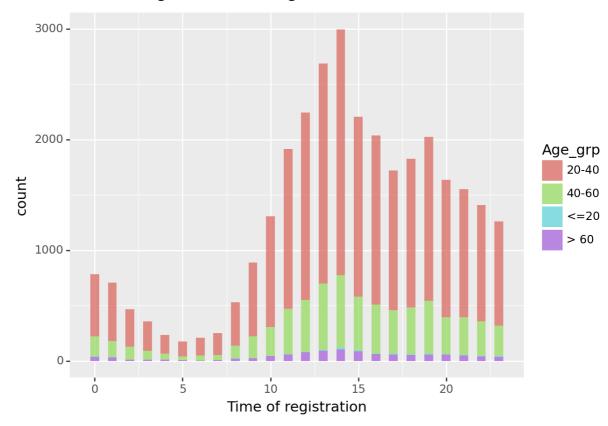


Out[25]: <Figure Size: (640 x 480)>

• The histogram suggests that the majority of your customers of all three categories fall within the age range of 19 to 38 approx, Knowing the age distribution of your customers we can tailor the marketing strategies based on the age group.

```
In [26]: # active time analysis
    (ggplot(data, aes(x='Time of registration',fill="Age_grp"))+
    geom_histogram(bins=47,alpha=0.7)+labs(title="Time of registration Histogram "))
```

Time of registration Histogram

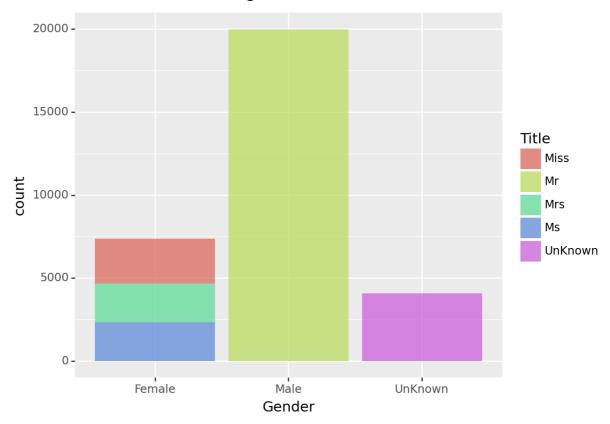


Out[26]: <Figure Size: (640 x 480)>

- Based on our analysis, we have found that registration activity is most active during two key time periods: around noon (from 12:00 PM to 3:00 PM) and in the evening (from 6:00 PM to 9:00 PM). Given this insight, by aligning our "Source of Customer" strategies with these time-based insights, we can optimise our marketing efforts and increase our registration rates for a more effective and efficient approach.
- Moreover, our analysis, categorised into various age groups, underscores that
 individuals aged 20 to 40 exhibit notably higher levels of engagement compared to
 other age groups. To harness this insight, we can strategically focus our efforts on this
 particular demographic, thereby increasing sales and maximising profitability.

```
In [27]: #count of customer belonging to certain gender
    (ggplot(data, aes(x="Gender",fill="Title"))+
        geom_bar(alpha=0.7)+labs(title="count of customers gender"))
```

count of customers gender



Out[27]: <Figure Size: (640 x 480)>

• From the Above plot we can say that most customers who registered are mostly Male, Apart from Male and Female, we also have a class called Unknown, where the customers have not provided their "Gender" details.

```
#profit and loss with respect to gender
In [28]:
         labels = data["Gender"].unique()
         profit_per_gen = []
         loss_per_gen = []
         for label in labels:
             profit = round(data[data["Gender"] == label]["Total profit"].sum(),2)
             profit per gen.append(profit)
             loss = round(data[data["Gender"] == label]["Total value of all promotions"].sun
             loss per gen.append(loss)
         gender=pd.DataFrame({"Gender": labels, "Profit": profit_per_gen, "Loss": loss_per_gen
         gender["net profit"]=gender["Profit"]-gender["Loss"]
         print(gender)
             Gender
                         Profit
                                      Loss net profit
         0
               Male 1038447.15 127286.60 911160.55
         1
             Female
                      278978.58
                                 46091.78
                                             232886.80
```

24835.51

• All categories of gender provide a significant amount of profit, where the maximum profit is provided by the "male," i.e., 911160.55, and the least is provided by the female and unknown, 232886.80 and 129804.96, respectively.

129804.96

 Focus is needed on females and most often on the unknown category. Knowing the gender would be a great help in making strategies and recommending goods, which

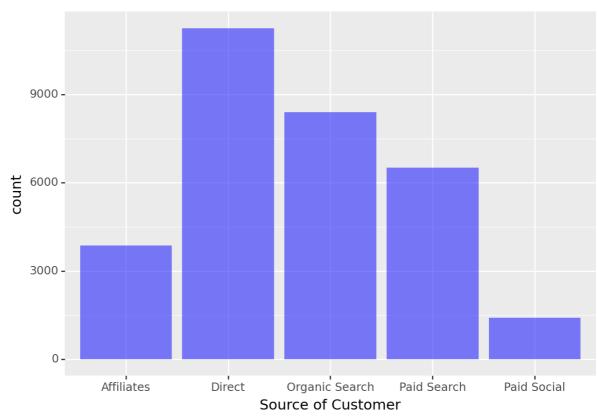
UnKnown

154640.47

would in turn lead to profit.

```
In [29]: #Count of customer registering from diffrent sources
  (ggplot(data,aes(x="Source of Customer"))+
    geom_bar(alpha=0.5,fill="blue")+labs(title="Count of customer registering through the customer registering through the customer registering through the customer registeri
```

Count of customer registering through diffrent sources



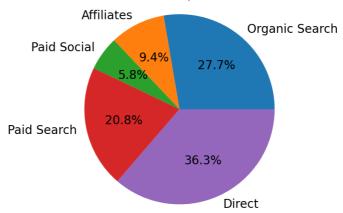
```
Out[29]: <Figure Size: (640 x 480)>
```

• The above plot shows the count of customers being registered through various sources. From this plot, we can tell that most customers have registered through the "direct" method, and the least registered source is "paid social." We need to focus on boosting the sources through which fewer customers are registered. Let's analyse the profit and loss contribution and net profit with respect to these sources.

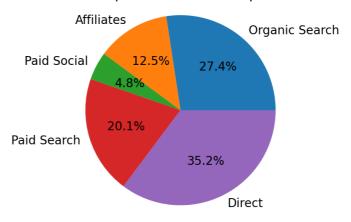
```
#Count of customers registering through diffrent resources
In [30]:
         plt.figure(figsize=(7,7))
         labels = data["Source of Customer"].unique()
         profit_per = []
         loss_per = []
         for source in labels:
             profit = (data[data["Source of Customer"] == source]["Total profit"].sum() / da
             profit per.append(profit)
             loss = (data[data["Source of Customer"] == source]["Total value of all promotic
             loss_per.append(loss)
         #plot 1
         plt.subplot(2, 1, 1)
         plt.pie(profit per, labels=labels, autopct='%1.1f%%')
         plt.axis('equal')
         plt.title("Plot 1: Profit contribution with respect to the Source of Customer")
         #plot 2
         plt.subplot(2, 1, 2)
```

```
plt.pie(loss_per, labels=labels, autopct='%1.1f%%')
plt.axis('equal')
plt.title("Plot 2: Loss contribution due to promotion with respect to the Source of
plt.show()
```

Plot 1: Profit contribution with respect to the Source of Customer



Plot 2: Loss contribution due to promotion with respect to the Source of Customer



Plot 1:

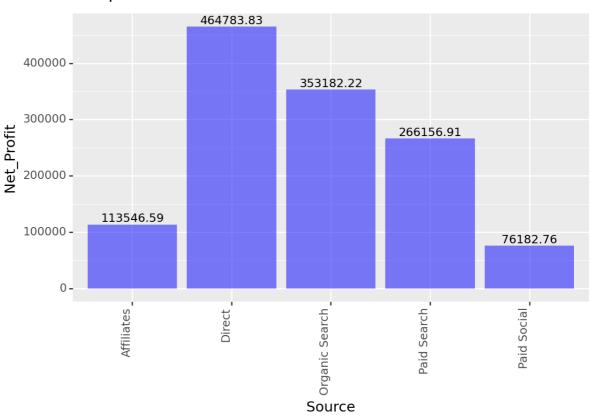
It looks like "direct" and "organic search" are significant contributors to your profit as
more people have registered through these sources, but the area that needs
concentration is paid search, affiliates, and paid social. Affiliates and paid social media
currently contribute the least to the profit. This is an aggregate analysis for all three
months.

Plot 2:

• "Direct" and "Organic Search" are contributing very high profit and loss. They can be considered stable channels, yet they need to be improved. The areas of concentration should be "paid search," "affiliates," and "paid social," since these sources have a notable impact on profit and loss. This is an aggregate analysis for all three months.

```
In [31]: sources=data["Source of Customer"].unique()
   net_profit=[]
```

Net profit



Out[31]: <Figure Size: (640 x 480)>

Summary

- Like I said, "direct" and "organic search" are stable profit contributors. Attention is needed towards "paid social" and "affiliates" as their net worth is the lowest among all 5 sources.
- To boost the "Paid Search", "Affiliates," and "Paid Social" sources, from the insights gained, we can target customers of a specific age group, creating marketing campaigns that really resonate with them. Second, by studying when customers tend to register and be active, we can time our marketing efforts for "affiliates" and "paid social" during these peak hours. By doing this, we can increase our chances of getting more customers from these sources, which could lead to more profit.

Lets look into more details regarding, profit and loss is actually made by "Paid Search" and "Affiliates" ?..

Note: I'm assuming the cost data are the expenses regarding the "Paid Search" and "Affiliates" (I compare cost details with profit and loss per month, I compared it with "net profit", since the values did'nt match i made this assumption)

Assuming the cost data as the Expences w.r.t "Paid Search" and "Affiliates" we contune our Analysis

```
In [33]:
         months = ["1", "2", "3"]
          # Initialize an empty list to store DataFrames for each month
          monthly_dataframes = []
          # Looping through each month and create DataFrames
          for month in months:
              df = pd.DataFrame([
                  {"profit": data[(data["Source of Customer"] == "Paid Search") & (data["mont
                   "loss": data[(data["Source of Customer"] == "Paid Search") & (data["month
              ], index=["paid social-" + month])
              monthly_dataframes.append(df)
          # Concatenate the list of DataFrames into a single DataFrame
          profit_loss_ps = pd.concat(monthly_dataframes, axis=0)
In [34]:
          #net profit
          profit_loss_ps["net profit"]=profit_loss_ps["profit"]-profit_loss_ps["loss"]
          #Total net profit after removing expenses
In [35]:
          profit loss ps["Total net profit"]=profit loss ps["net profit"].values-cost["Paid S
In [36]:
          profit_loss_ps
Out[36]:
                            profit
                                          loss
                                                   net profit Total net profit
                       67333.33172
                                   9601.505153
                                                57731.826567
                                                              16219.826567
          paid social-1
          paid social-2 127639.17920 16776.682643 110862.496557
                                                              49619.496557
          paid social-3 110968.44464 13405.852976
                                               97562.591664
                                                              12964.711664
```

Paid social is significantly making profit, yet needs improvement.

```
In [37]: months = ["1", "2", "3"]

# Initialize an empty list to store DataFrames for each month
monthly_dataframes = []

# Looping through each month and create DataFrames
for month in months:
```

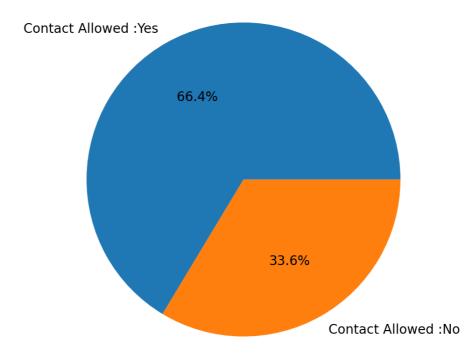
```
df = pd.DataFrame([
                  {"profit": data[(data["Source of Customer"] == "Affiliates") & (data["month
                    "loss": data[(data["Source of Customer"] == "Affiliates") & (data["month of
              ], index=["Affiliates-"+month])
              monthly dataframes.append(df)
          # Concatenate the list of DataFrames into a single DataFrame
          profit_loss_A = pd.concat(monthly_dataframes, axis=0)
In [38]:
          #net profit
          profit_loss_A["net profit"]=profit_loss_A["profit"]-profit_loss_A["loss"]
          #Total net profit after removing expenses
In [39]:
          profit_loss_A["Total net profit"]=profit_loss_A["net profit"].values-cost["Affiliat
          profit_loss_A
In [40]:
Out[40]:
                                                 net profit Total net profit
                           profit
                                         loss
          Affiliates-1 28057.285872
                                  5603.312927 22453.972945
                                                              6032.972945
          Affiliates-2 26091.102520
                                  4513.514723 21577.587797
                                                            -20523.412203
```

Overall, it is evident that the 'Affiliates' category demands significant attention and analysis due to its overall negative contribution to the total net profit, even after accounting for expenses and losses.

-71805.968966

Affiliates-3 84161.963872 14646.932838 69515.031034

Profit w.r.t Contact Allowed or Not

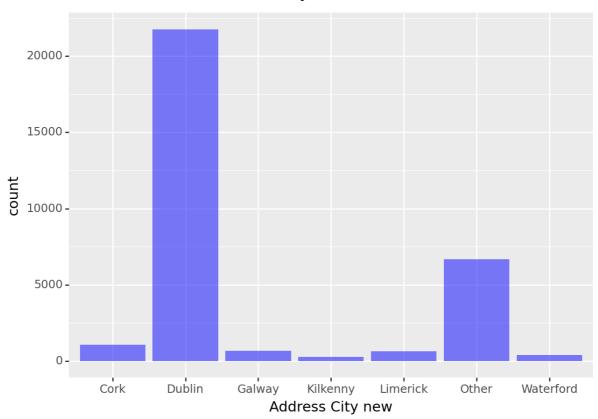


Profit from contact Allowed :959535.1941939449 Profit from contact Not Allowed :512531.009152

- Contact Allowed (Profit): It indicates that approximately 66.4%, i.e., 959535.20 EUR, of the total profit is attributed to customers who have agreed to be contacted.
- Contact Not Allowed (Profit): It indicates that approximately 33.6%, i.e., 512531.00 EUR, of the total profit is attributed to customers who have not allowed themselves to be contacted.
- The "Contact Allowed" status of a customer can have a significant influence on net profit contribution. With this information, we can try influencing customers to provide their contact information in exchange for "discounts, free delivery," etc. This way, we can make our customers happy while increasing our earnings.

```
In [43]: #bar plot for count of number of people registered from diffrent cities
   (ggplot(data,aes(x="Address City new"))+
      geom_bar(alpha=0.5,fill="blue")+labs(title="Customer count in each city"))
```

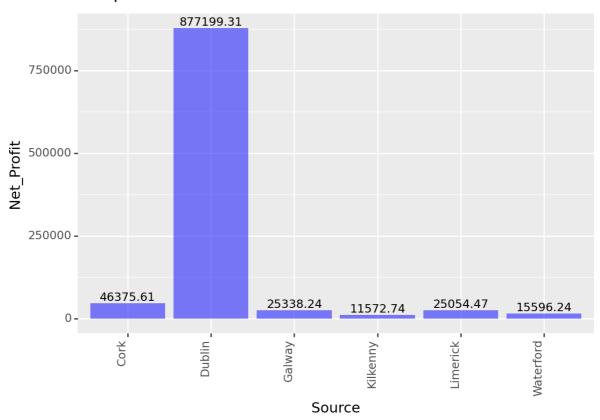
Customer count in each city



Out[43]: <Figure Size: (640 x 480)>

Maximun Customer who registered: out of the top 6 cities, "Dublin" and
"Other[aggregate of all other cities except the top 6]. We need to focus on other cities
apart from Dublin in order to increase the number of registrations and profitability. As
of now, let's analyze the profit and loss contributions of the top six plus others and see
where to focus our attention.

Net profit



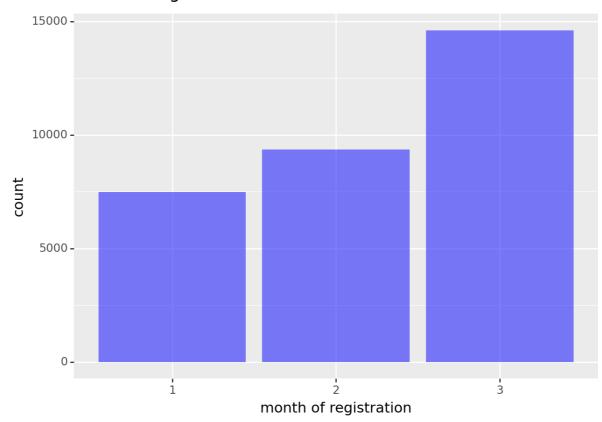
```
Out[45]: <Figure Size: (640 x 480)>
```

cities which are neither providing loss nor profit : 44 cities which are providing loss : 0

- In this analysis, we are looking at cities that actually make a profit and make a significant contribution to the overall company. Dublin is providing the highest net profit, and Killkenny is the least we need to improve in generating profit from these cities.
- There are no cities that are providing visible loss, but there are 44 cities that are neither providing loss nor profit, which needs serious attention as these countries are on the verge of providing loss.

```
In [47]: #registrations per month
  (ggplot(data, aes(x="month of registration"))+
    geom_bar(alpha=0.5,fill="blue")+labs(title="Count of registration in each month"))
```

Count of registration in each month



Out[47]: <Figure Size: (640 x 480)>

• The dataset has information on the registrations done in the months of "JAN,FEB," and "MAR", From the above plot, we can see that most of the registration is done in the third month "MAR." and the least is in the month of "Jan." As the month passes, the number of people registering is increasing. Let us further analyze their profit and loss variations with respect to the months.

```
In [48]: profit_per_month = []
loss_per_month = []
labels=["1","2","3"]
#Looping through diffrent months
for label in labels:
    profit_per_month.append(data[data["month of registration"] ==label]["Total profit_oss_per_month.append(data[data["month of registration"] ==label]["Total value"

mothly_profit_loss=pd.DataFrame({"month":["Jan","Feb","Mar"],"profit_per_month":profit_per_month":profit_loss["net_profit"]=mothly_profit_loss["profit_per_month"]-mothly_profit_loss
```

```
        Out[48]:
        month
        profit_per_month
        loss_per_month
        net_profit

        0
        Jan
        303957.153258
        43187.208476
        260769.944782

        1
        Feb
        433439.789416
        58617.510772
        374822.278644

        2
        Mar
        734669.260672
        96409.169722
        638260.090950
```

```
In [49]: sns.set(style="darkgrid")
sns.lineplot(data=mothly_profit_loss, x="month", y="profit_per_month", label="Profit sns.lineplot(data=mothly_profit_loss, x="month", y="loss_per_month", label="Loss",
```

```
sns.lineplot(data=mothly_profit_loss, x="month", y="net_profit", label="Net Profit"

# Set plot labels and title
plt.xlabel("Month")
plt.ylabel("net profit")
plt.title("Monthly Profit, Loss, and Net Profit")
plt.legend()
plt.show()
```





- We are visualizing profit and loss and net profit percentages by month of registration using a line plot. From the above plot, the profit
- Trend: There is an increasing trend in both profit, loss, and net profit; by March, the company is turning towards profit. The number of customers registering is also observed to be at its maximum in March.
- The company's financial performance appears to be quite good when we look at the months of January, February, and March.
- There's room for them to get even better, though. By figuring out why the number of people registered in January is less and profit as well, what changes did they make in the next two months so that the profit increased??
- Overall, we have a picture of the company doing a decent job of balancing the money they make and the money they spend.

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In [ ]:
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