

Welcome to FicTEL

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**Churn
Dashboard**



**Standard
Report**



**Customer Risk
Analysis**

Customer ID

All

tenure

072

E-Bill

No

Yes

No. Admin Ticket

All

No. Tech Tickets

All

Contract

Month-to-month

One year

Two year

Churn

No

Yes

Srv. 01

All

Internet Service

Srv. ...

All

Phone Service

Srv. 03

All

Multiple Service

Srv. ...

All

Online-Backup Service

Srv.05

All

Device-Protection Service

Srv. ...

All

TV Streaming Service

Srv. ...

All

Movie Streaming Service

Srv. ...

All

Tech Support Service

Customer ID	Srv. 01	Srv. 02	Srv. 03	Srv. 04	Srv. 05	Srv. 06
0002-ORFBO	DSL	Yes	No	Yes	No	Yes
0003-MKNFE	DSL	Yes	Yes	No	No	No
0013-EXCHZ	Fiber optic	Yes	No	No	No	Yes
0013-MHZWF	DSL	Yes	No	No	No	Yes
0014-BMAQU	Fiber optic	Yes	Yes	No	No	No
0015-UOCOJ	DSL	Yes	No	No	No	No
0017-DINOC	DSL	No	No phone service	No	No	Yes
0018-NYROU	Fiber optic	Yes	No	No	No	No
0021-IKXGC	Fiber optic	Yes	Yes	No	No	No
0023-HGHWL	DSL	No	No phone service	No	No	No
0027-KWYKW	Fiber optic	Yes	Yes	No	No	Yes

Sum of tenure	Contract	Payment Method	Paper less Billing
26011	Month-to-month	Electronic check	Yes
18060	Two year	Bank transfer (automatic)	Yes
17478	Two year	Credit card (automatic)	No
17270	Two year	Credit card (automatic)	Yes
16684	Two year	Bank transfer (automatic)	No
11252	One year	Electronic check	Yes
11004	Two year	Mailed check	No
10951	One year	Credit card (automatic)	Yes
10801	One year	Bank transfer (automatic)	Yes
10237	Month-to-month	Bank transfer (automatic)	Yes
227990			

48.3%

51.7%

Partner

No

Yes

49....

50....

Gender

Male

Female

29.96%

70.04%

Dependents

No

Yes



Churn Dashboard

1869

Customer at Risk

2173

Tech Tickets

885

Admin Ticket

₹ 139.13K

Sum of MonthlyCharges

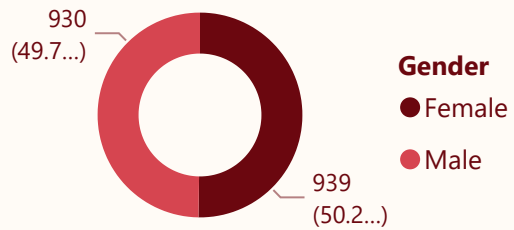
₹ 2.86M

Sum of TotalCharges

10

Median of Tenure

Demographic



Partner

36%

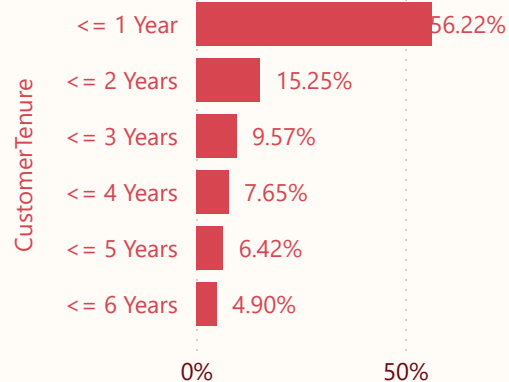
Senior Citizen

25%

Dependents

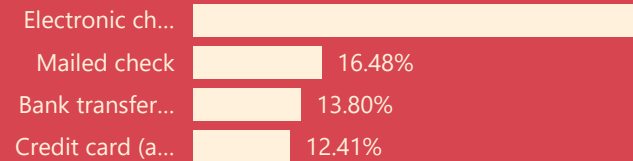
17%

Customer Tenure



Account Information

Payment Mode



Paperless Billing



Average charges

₹ 74.44
Average of MonthlyChar...

₹ 1,531.80
Average of TotalCharges

Contract



Services

Percentage of Enrolled

91%
Phone Service

44%
Streaming TV

44%
Streaming Movies

29%
Device Protection

28%
Online Backup

17%
No. of Tech Support

Broadband

69%
Fiber Connection

25%
DSL Connection

6%
No Connection



Churn

Yes

No

Internet Service

- ☐ DSL
- ☐ Fiber optic
- ☐ No

Time Period

0

72

Contract Type

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

Ticket

Tech

Admin

All

All

Customer Risk Analysis

7043

Count of Customer

26.54%

% of Churn Rate

₹ 16.06M

Total Charges

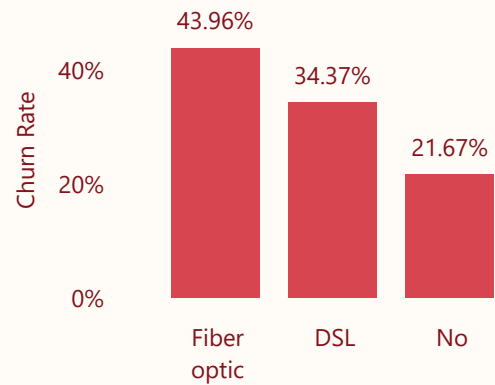
3632

Admin Tickets

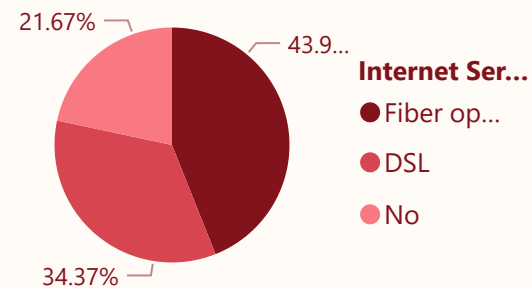
2955

Tech Tickets

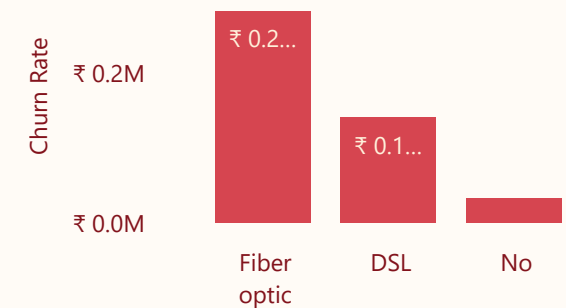
Churn by Internet Service



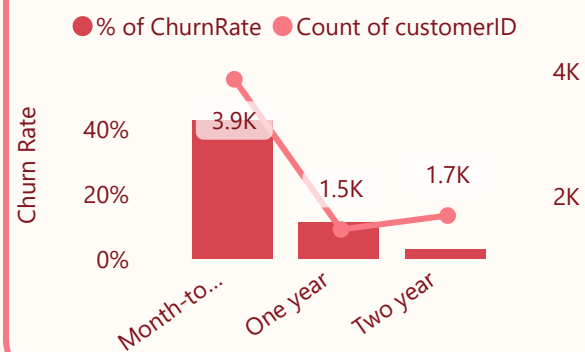
Churn of Internet Service by Customer Count



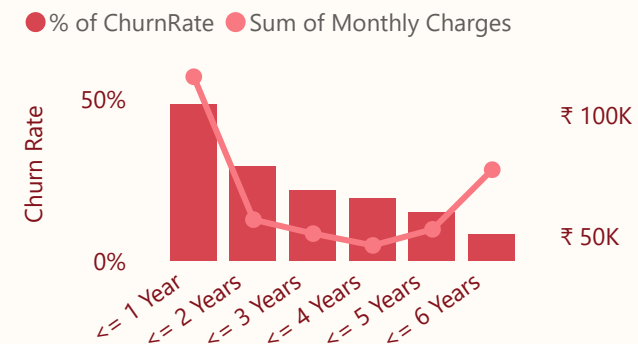
Segmentation of Monthly Charges by Service



Contract Type



Contract Period



Churn by Payment Method

