

1. Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

Ans: The top three variables in our model which contribute most towards the probability of a lead getting converted are: 1) TotalVisits 2) Total Time Spent on Website 3) Lead Origin.

2. What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

Ans: The top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion are: 1) Lead Origin_lead add form 2) Lead Source_olark chat 3) Lead Source_welingak website.

3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

Ans: Phone calls to be done to the people:

- Who are Working Professionals
- Their Last activity is through Olark chat conversion
- They spent most of the time in website. So company should display the discount tag on the website so that lead conversion would be faster.

4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Ans: The company should reach customer by doing mails , messages etc. So that the customer will be getting the information respectively that Company wants to give.