

# E-commerce platform customers segmentation

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May 09, 2024

- Data preparation
  - Hierarchical clustering
- RFM analysis
  - Kmeans based on RFM results

## Data preparation

```
#remove observations which purchase was cancelled
data <- subset(data, !startsWith(InvoiceNo, "C"))

#check how many values are higher than 1
filtered_data <- data[data$ReturnRate > 1, ]

# Calculate the percentage of the filtered data set compared to the original datas
et
percentage_higher_than_1 <- (nrow(filtered_data) / nrow(data)) * 100

# Print the percentage
print(percentage_higher_than_1)
```

```
## [1] 1.506361
```

```
#remove rows where returnrate is higher than 1
data <- data[data$ReturnRate <= 1, ]

#convert invocedate into the correct format
data$InvoiceDate <- as.POSIXct(data$InvoiceDate, format = "%Y-%m-%dT%H:%M")

#mutate work levels
data <- data %>%
  mutate(Work = case_when(
    Work == 1 ~ "Health services",
    Work == 2 ~ "Financial services",
    Work == 3 ~ "Sales",
    Work == 4 ~ "Advertising/PR",
    Work == 5 ~ "Education",
    Work == 6 ~ "Industrial Sector",
    Work == 7 ~ "Engineering",
```

```
    Work == 8 ~ "Technology",
    Work == 9 ~ "Retail & Services",
    Work == 10 ~ "Self-Employed",
    Work == 11 ~ "Other"
  ))

#mutate Education levels

data <- data %>%
  mutate(Education = case_when(
    Education == 1 ~ "High School",
    Education == 2 ~ "Undergraduate",
    Education == 3 ~ "Postgraduate"
  ))

### Marriage

data <- data %>%
  mutate(Married = case_when(
    Married == 1 ~ "Married",
    Married == 0 ~ "Single"
  ))

##convert categorical variables into factors

data$Work <- as.factor(data$Work)
data$Education <- as.factor(data$Education)
data$Married <- as.factor(data$Married)
data$ZipCode <- as.factor(data$ZipCode)

## imputation of missing values in customer ID

#create a data set with all missing values
data_na <- data %>%
  filter(is.na(CustomerID))

#filter the original data for non missing values
data <- data %>%
  filter(!is.na(CustomerID))

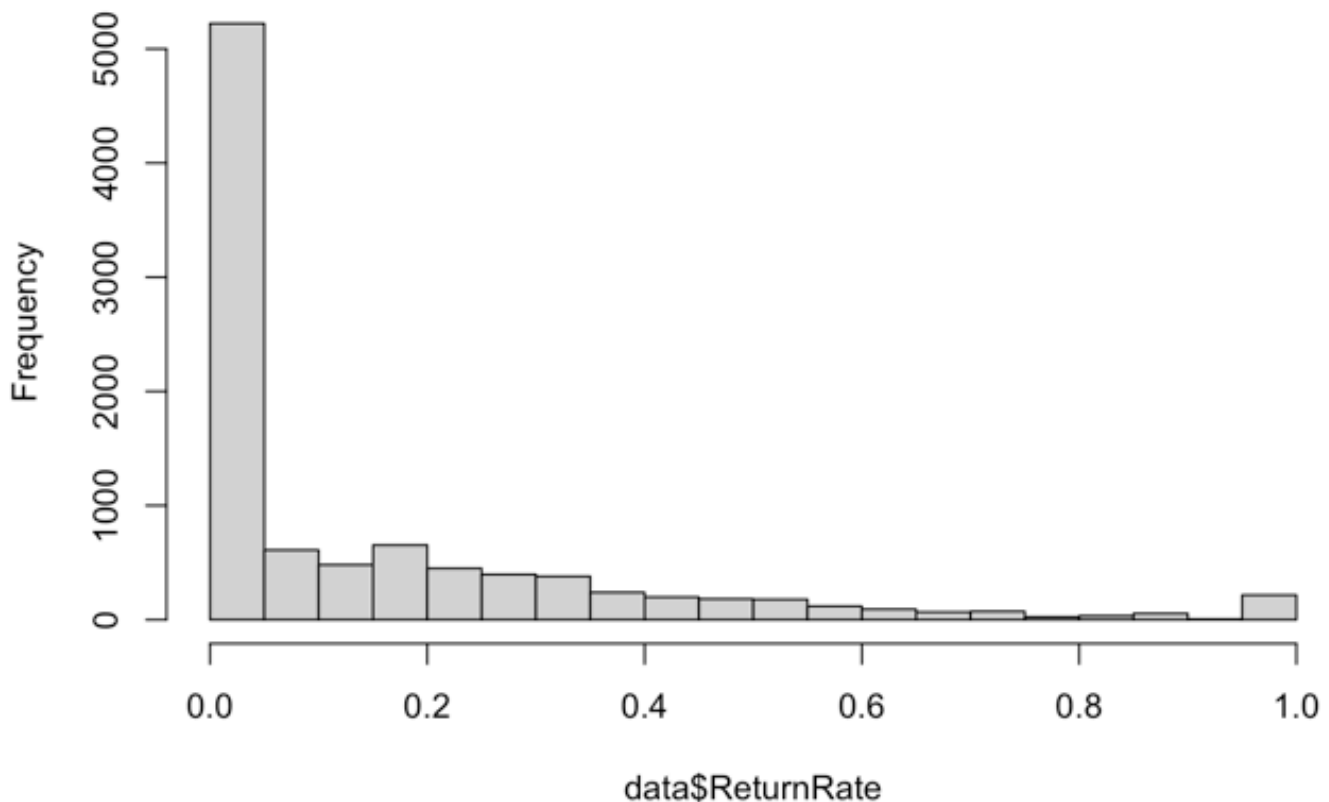
##same InvoiceNo same customer
data_na <- data_na %>%
  group_by(InvoiceNo) %>%
  mutate(CustomerID = cur_group_id())

# join both data sets
data <- bind_rows(data, data_na)

#mode for categorical variables
```

```
get_mode <- function(v) {  
  uniqv <- unique(v)  
  uniqv[which.max(tabulate(match(v, uniqv)))]  
}  
  
#group by customer id w mean for numerical and mode for categorical  
new_data <- data %>%  
  group_by(CustomerID) %>%  
  summarise(Age = mean(Age),  
            Work = get_mode(Work),  
            Avg_Quantity = mean(Quantity),  
            Total_Quantity = sum(Quantity),  
            total_value = sum(Quantity * UnitPrice),  
            Avg_UnitPrice = mean(UnitPrice),  
            Married = get_mode(Married),  
            total_invoice = n_distinct(InvoiceNo),  
            Avg_ReturnRate = mean(ReturnRate),  
            Income = mean(Income),  
            Edcation = get_mode(Edcation),  
            zipcode = get_mode(ZipCode))%>% filter(  
            total_value >= quantile(total_value, 0.025),  
            total_value <= quantile(total_value, 0.975),  
            Total_Quantity >= quantile(Total_Quantity, 0.025),  
            Total_Quantity <= quantile(Total_Quantity, 0.975))  
  
hist(data$ReturnRate)
```

Histogram of data\$ReturnRate



# Clustering

## Hierarchical clustering

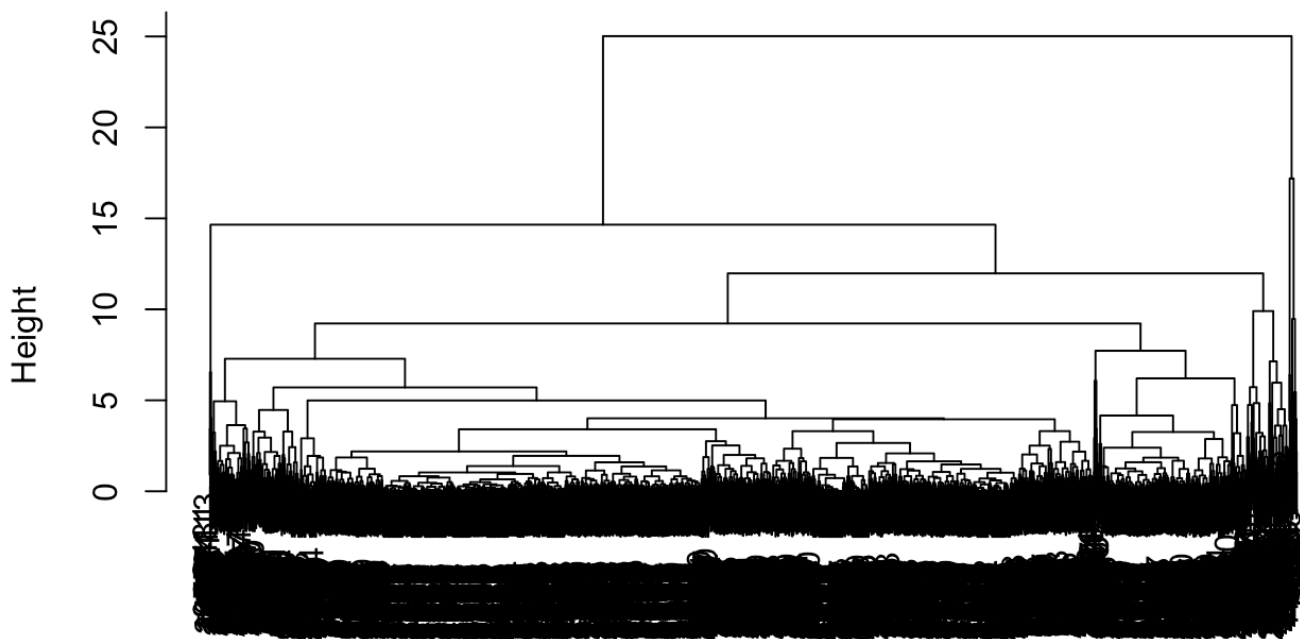
```
#hierarchical clustering whit 4 linkage methods -----
hclust<- hclust(dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate))), method = "complete")
hclust1<- hclust(dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate))), method = "single")
hclust2<- hclust(dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate))), method = "centroid")
hclust3<- hclust(dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate))), method = "average")
```

```
#different nstart values
nstart_values <- c(10, 50, 100)

x <- c(1:10)

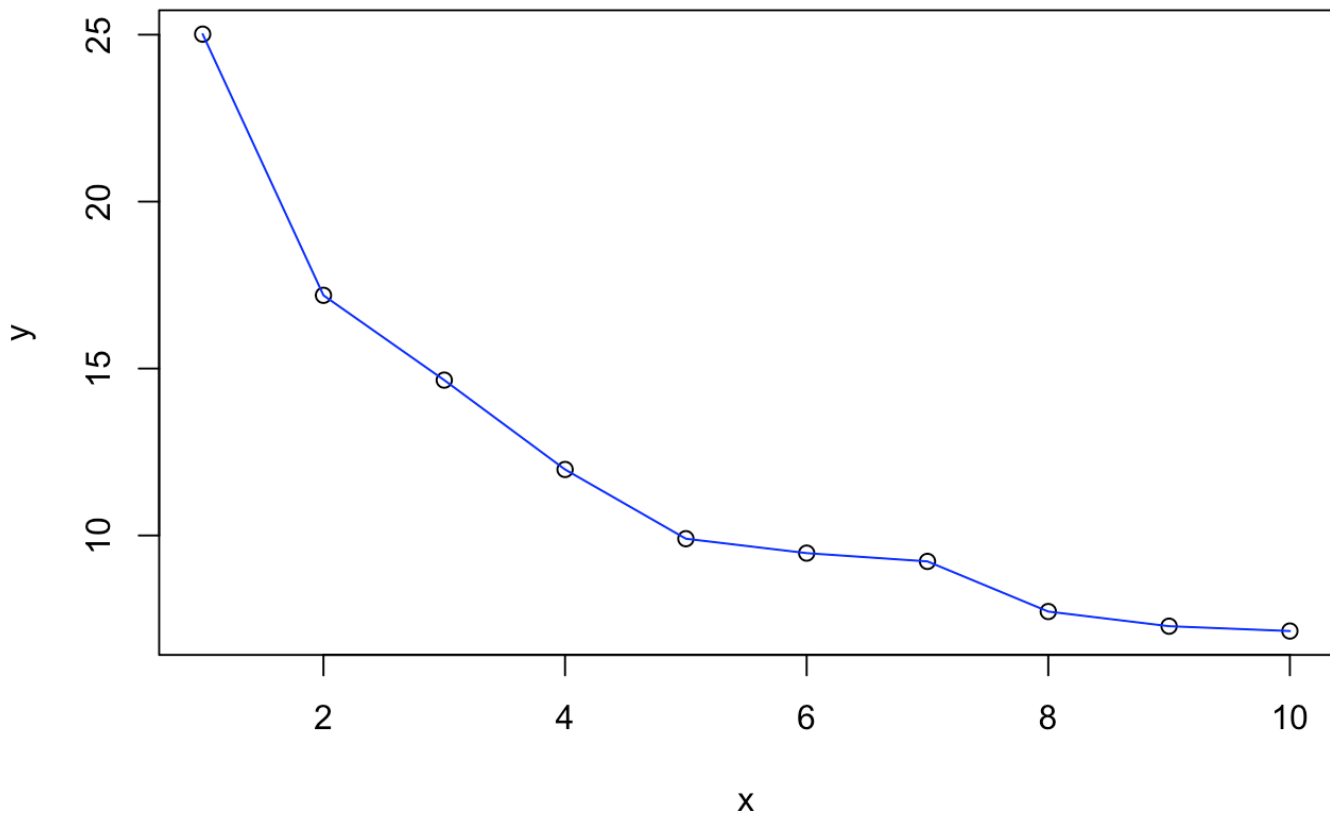
#for complete method---
plot(hclust)
```

## Cluster Dendrogram



```
dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity,
new_data$total_value, new_data$Avg_Unit_Price, new_data$Avg_ReturnRate)))
```

```
y <- sort(hclust$height, decreasing = TRUE)[1:10]
plot(x,y); lines(x,y, col= "blue")
```



```

results <- vector("list", length = 3)
for (i in 1:length(nstart_values)) {
  seg_kmeans <- kmeans(x = data.frame(new_data$Avg_Quantity, new_data$Total_Quantity,
    new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate), centers = 8,
    nstart = nstart_values[i])
  results[[i]] <- seg_kmeans
}

# Comparing results
for (i in 1:length(results)) {
  cat("Results for nstart =", nstart_values[i], ":\n")
  print(results[[i]])
  cat("\n")
}

```

```

## Results for nstart = 10 :
## K-means clustering with 8 clusters of sizes 62, 1278, 71, 46, 612, 187, 237, 37
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1           34.182397           108.951613           108.64871

```

```
## 2          4.345405          5.668232          11.82960
## 3          11.161622          42.591549          175.12662
## 4          30.022314          119.326087          232.29000
## 5           6.099323          14.369281           34.67489
## 6          13.388517          49.074866          104.37406
## 7          25.430058          40.654008          28.10646
## 8           8.704253          28.448276          66.20294
## new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           1.696336           0.1274866
## 2           3.372286           0.1428583
## 3          19.085038           0.1754068
## 4           3.116224           0.1747545
## 5           4.156557           0.1577674
## 6           3.396130           0.1557103
## 7           1.043599           0.1429953
## 8           5.121569           0.1465778
##
## Clustering vector:
## [1] 3 5 2 2 2 2 5 6 5 3 2 7 2 4 5 2 2 2 6 8 6 2 5 2 8 2 8 2 2 3 6 4 2 2 2 2
2
## [38] 6 3 5 8 8 6 2 5 8 2 2 2 2 2 2 2 2 2 2 2 2 5 4 2 8 6 5 2 2 5 3 2 6 5 7 8
7
## [75] 5 2 8 6 6 5 5 5 2 2 2 3 5 2 6 2 5 8 2 2 6 2 2 5 8 8 8 3 2 2 8 8 2 5 2 2
8
## [112] 2 8 2 8 5 2 2 2 2 8 2 2 2 2 2 5 2 2 2 2 2 5 2 2 2 2 2 2 2 2 2 2 2 2 2 8
2
## [149] 8 2 2 2 2 5 5 2 5 2 5 2 5 5 5 2 2 2 5 6 5 3 2 2 2 8 8 2 2 2 2 2 2 2 2 5
2
## [186] 2 6 5 5 5 2 2 1 5 2 2 5 2 5 2 2 2 5 2 5 2 5 5 2 2 5 2 2 5 2 2 2 5 2 3 2
2
## [223] 2 2 2 2 2 5 2 5 2 2 5 5 5 5 8 2 8 2 3 2 2 2 2 5 6 2 2 2 2 2 2 5 2 2 2 2
2
## [260] 5 2 2 2 8 2 2 2 2 8 5 2 2 5 2 5 2 2 2 2 2 3 2 3 5 2 2 2 2 5 2 2 2 2 2 2
5
## [297] 5 2 5 2 2 7 7 5 8 5 2 2 2 8 2 2 2 2 5 2 2 2 5 5 2 3 2 2 2 2 2 2 8 2 2 8
2
## [334] 2 2 5 5 2 2 2 2 5 5 2 2 2 2 2 8 6 2 2 2 6 5 2 8 2 3 2 2 2 2 5 5 2 8 2 1
8
## [371] 5 5 5 5 2 2 2 2 2 2 2 5 5 5 2 5 2 5 3 2 2 2 2 2 7 5 8 2 2 2 2 5 5 5 2 2
8
## [408] 7 2 2 2 2 5 2 8 2 2 7 6 5 2 2 2 2 8 2 2 8 2 8 5 2 2 2 8 8 2 8 5 8 5 3 2
2
## [445] 2 2 2 7 5 5 2 8 2 2 2 5 5 2 7 2 2 5 2 2 2 6 2 5 5 2 6 2 8 2 8 5 3 2 5 2
2
## [482] 5 5 5 8 5 2 3 2 7 5 5 6 8 2 8 5 2 8 2 6 8 2 7 8 8 2 2 6 8 5 2 2 2 2 8 5
2
## [519] 5 2 2 2 2 5 5 2 2 8 2 2 8 2 2 3 8 2 2 5 5 5 5 6 2 5 2 2 5 2 5 2 8 5 2 2
2
## [556] 5 6 2 8 5 5 2 2 5 2 2 5 5 5 3 2 2 2 2 5 5 6 2 2 2 2 5 5 5 2 5 5 5 5 6 2
2
```

```
## [593] 5 5 5 2 8 5 8 7 4 2 5 5 2 2 2 2 8 5 5 8 5 3 5 5 2 8 5 2 2 2 2 2 2 5 8 5
5
## [630] 2 2 8 5 2 2 5 8 5 3 2 8 2 2 5 8 5 3 6 5 5 2 2 8 6 3 6 3 2 5 5 6 5 5 5 5
6
## [667] 5 2 2 2 1 8 6 7 8 2 2 8 5 5 5 5 2 6 8 7 3 2 2 6 6 2 6 2 5 2 2 2 2 2 5 5
4
## [704] 8 3 7 7 4 6 8 2 3 1 5 1 2 5 2 6 6 8 6 2 6 8 6 5 8 7 5 2 4 2 6 5 8 8 2 8
5
## [741] 7 6 5 2 2 8 5 8 2 5 2 6 2 6 5 7 2 1 8 5 8 5 4 5 8 2 2 7 8 5 5 2 6 6 2 5
7
## [778] 2 2 7 1 5 2 5 5 7 7 8 2 2 6 3 5 2 5 5 2 4 6 8 8 2 6 4 1 8 4 2 5 2 5 2 7
8
## [815] 5 6 2 6 4 2 2 6 8 2 1 8 2 2 4 8 3 6 4 8 8 6 6 5 7 8 7 5 7 5 5 7 2 5 8 5
2
## [852] 2 5 8 5 2 2 7 5 1 7 2 6 2 1 8 8 2 8 2 2 2 1 5 5 5 1 6 1 5 1 8 5 2 7 8 2
7
## [889] 1 2 5 7 5 2 6 2 2 2 2 2 8 5 8 2 2 8 2 5 8 2 6 5 8 6 2 2 2 2 2 8 5 1 2 2
8
## [926] 8 5 3 5 5 7 8 2 2 5 2 7 8 7 2 8 2 8 5 8 7 4 7 3 2 1 2 6 4 7 2 3 7 2 7 5
2
## [963] 2 5 2 2 6 8 8 2 6 2 8 2 2 5 1 2 5 2 2 8 2 8 7 5 2 2 2 2 1 8 7 2 1 2 2 5
2
## [1000] 7 2 8 2 7 2 2 5 2 7 2 2 1 5 7 6 8 8 2 5 2 2 2 8 7 5 2 6 2 6 5 2 5 2 2 3
8
## [1037] 4 2 6 7 8 6 5 8 8 2 5 5 2 5 8 7 7 2 5 2 3 2 8 2 2 2 8 2 8 7 7 2 8 5 2 8
7
## [1074] 2 2 5 2 7 5 8 5 5 2 2 5 8 2 5 6 7 2 2 3 7 2 5 2 7 5 2 2 5 4 2 2 5 2 1 1
2
## [1111] 8 7 5 2 5 5 5 2 2 7 2 2 2 8 2 2 8 8 5 2 2 2 7 2 8 2 2 5 8 2 5 2 2 2 2 8
2
## [1148] 5 2 2 8 6 8 5 2 2 2 7 2 2 8 2 2 2 5 7 2 8 5 2 7 2 6 5 7 7 2 7 6 7 2 2 8
8
## [1185] 7 5 5 7 7 5 7 5 6 2 8 8 7 2 5 5 6 5 2 5 5 8 5 2 5 2 2 2 7 2 1 2 8 7 5 2
8
## [1222] 2 8 8 7 2 2 5 2 2 2 7 2 8 2 5 3 2 2 5 2 8 5 6 2 7 2 8 8 6 2 8 2 2 5 7 8
8
## [1259] 2 5 8 2 8 5 2 2 5 2 7 5 2 8 2 2 2 5 2 2 8 5 7 2 2 5 5 6 6 2 2 5 5 2 8 8
4
## [1296] 7 2 2 2 2 7 8 2 2 5 2 5 8 2 2 8 5 5 1 7 6 2 2 2 2 2 2 2 8 3 8 2 2 2 2 7
5
## [1333] 8 5 8 5 8 5 2 7 1 7 2 2 2 8 2 1 8 2 2 2 5 5 8 5 8 6 4 8 7 2 8 8 7 5 7 5
7
## [1370] 5 8 2 2 6 2 5 8 2 3 8 5 3 5 2 8 2 7 5 8 8 5 6 2 8 8 2 5 2 6 5 2 8 2 2 5
2
## [1407] 7 5 8 2 7 5 5 7 2 2 2 2 2 8 6 2 2 2 5 8 2 8 2 6 8 7 6 5 2 7 8 6 7 5 6 4
2
## [1444] 2 7 8 2 8 2 8 5 2 2 2 5 3 5 2 2 7 2 2 8 2 7 4 5 5 2 2 6 8 2 5 5 2 6 5 2
2
## [1481] 2 7 8 8 3 2 5 5 5 5 8 2 2 8 5 5 5 8 2 2 2 5 6 8 6 1 2 2 5 2 2 7 5 7 2 2
2
```



```
## [1518] 2 5 2 2 2 2 2 2 8 5 8 2 2 2 5 5 2 8 2 2 1 5 2 2 2 2 7 1 2 2 2 2 2 5 7 5
8
## [1555] 7 8 2 2 7 5 2 7 2 2 2 5 2 5 4 3 2 2 2 8 8 8 2 2 2 6 7 7 2 2 5 2 1 2 6 2
2
## [1592] 8 5 2 5 5 5 2 6 2 2 2 2 5 4 5 7 6 2 6 2 7 2 7 8 2 8 7 2 2 2 3 2 2 5 5 7
8
## [1629] 1 2 7 8 6 5 6 8 2 2 2 3 2 6 2 6 2 2 5 2 5 2 2 2 2 2 2 2 7 2 2 2 6 2 2 2
2
## [1666] 2 2 8 2 4 2 2 8 8 2 2 2 2 3 6 2 4 2 2 8 2 6 2 5 2 5 6 8 2 6 2 8 8 2 2 2
5
## [1703] 8 2 5 5 5 2 7 2 5 5 7 1 2 1 5 7 3 1 2 7 8 2 2 5 2 7 5 4 6 1 2 8 8 7 2 5
5
## [1740] 6 1 5 3 7 8 8 2 6 2 6 2 5 5 8 6 5 2 2 5 5 8 6 5 8 8 2 2 2 6 8 7 5 2 2 2
2
## [1777] 2 2 2 5 4 6 7 8 5 8 6 6 5 2 2 8 6 2 2 2 2 8 5 2 5 5 2 8 2 2 2 2 5 2 2 2
2
## [1814] 8 2 2 2 2 6 2 2 2 2 2 2 8 7 3 2 5 2 5 6 8 5 2 5 2 2 2 5 7 2 2 3 2 6 8 2
2
## [1851] 2 2 2 7 8 5 2 5 2 5 2 7 7 6 5 7 2 2 2 8 5 2 6 7 5 2 2 2 2 4 7 7 3 5 2 8
5
## [1888] 6 6 2 4 5 5 2 2 2 2 5 5 8 7 8 2 1 2 5 2 2 5 5 2 2 2 8 2 8 8 2 7 6 2 5 7
2
## [1925] 8 5 1 2 5 8 5 8 2 7 5 5 5 7 1 5 2 6 2 7 5 5 8 1 3 2 5 8 2 2 7 2 7 7 8 7
2
## [1962] 2 5 2 2 2 8 5 2 2 3 2 7 2 2 8 5 2 6 2 5 3 2 2 2 7 7 2 7 2 2 2 8 2 2 7 8
2
## [1999] 2 4 4 2 5 6 2 2 6 6 8 5 7 2 2 5 6 8 5 2 8 2 7 7 8 5 2 8 4 2 5 5 5 5 8 2
5
## [2036] 2 2 5 2 5 2 2 2 2 8 2 6 2 2 2 6 2 1 5 2 7 5 2 2 7 6 5 8 2 2 5 2 8 2 5 4
5
## [2073] 5 5 5 8 2 2 8 5 5 5 2 2 2 1 5 8 1 6 5 6 7 8 2 6 2 2 8 1 5 2 2 5 2 2 8 2
5
## [2110] 2 6 2 2 2 2 5 8 2 2 7 2 2 5 5 4 2 6 2 2 2 2 5 5 2 8 2 8 2 2 7 5 2 2 8 6
8
## [2147] 2 8 5 5 8 5 2 2 2 7 2 2 8 2 2 7 5 5 2 2 8 2 2 2 2 5 7 8 5 2 2 2 2 2 2 5
8
## [2184] 2 2 2 5 2 2 5 8 2 2 8 2 6 2 2 2 2 2 7 6 2 6 2 2 5 2 5 5 2 2 5 2 2 2 5 5
2
## [2221] 2 5 2 4 2 2 2 2 5 2 8 5 7 2 4 5 3 7 7 1 7 2 2 2 2 7 2 2 2 8 7 5 6 2 2 2
5
## [2258] 8 7 2 8 7 5 2 5 2 7 2 2 2 2 5 2 2 1 8 2 5 7 2 8 5 2 6 6 2 2 8 7 8 3 2 1
5
## [2295] 7 7 2 7 2 2 5 5 4 7 2 5 5 8 5 1 8 2 7 2 2 5 6 5 6 1 2 2 2 8 5 2 5 2 4 2
5
## [2332] 5 2 8 5 5 2 7 5 2 2 5 8 2 7 5 6 2 5 6 5 5 8 5 8 8 5 2 2 5 6 5 2 8 2 7 2
2
## [2369] 2 5 2 6 2 2 6 2 2 2 2 2 2 3 2 8 2 8 2 5 2 2 8 2 5 2 8 2 8 2 5 6 2 2 2 5
1
## [2406] 3 5 2 8 2 5 8 4 5 5 5 5 2 2 2 5 2 2 2 7 2 8 2 7 5 5 8 2 8 2 2 6 2 2 2 2
2
```

```

## [2443] 7 7 6 5 6 8 2 5 2 7 2 4 2 2 2 5 8 2 2 8 2 3 5 2 5 8 4 2 8 5 2 7 6 2 2 2
8
## [2480] 6 1 8 2 6 7 5 6 2 5 8 2 5 2 6 2 1 2 7 5 2 8 5 3 2 2 2 2 2 6 2 2 7 5 1 5
2
## [2517] 5 2 1 2 2 2 2 8 1 8 2 5 2 8 8 3 6 2 2 2 5 7 8 2 2 2 8 5 7 7 8 8 2 2 5 2
8
## [2554] 5 5 2 2 4 5 2 5 6 7 7 2 2 2 5 2 5 5 7 2 2 2 2 2 7 8 2 5 2 2 2 5 2 5 6 2
6
## [2591] 2 7 2 6 2 2 5 2 7 2 2 2 8 2 2 7 5 2 2 2 5 2 7 2 5 4 2 5 7 2 5 5 3 5 7 8
5
## [2628] 8 7 6 5 2 3 5 8 8 8 5 8 5 2 1 5 6 2 5 1 8 5 5 5 2 7 6 4 7 5 8 6 7 5 8 6
8
## [2665] 5 2 7 8 2 2 8 3 3 7 2 5 6 7 5 2 2 4 2 5 6 2 5 5 7 3 5 2 2 2 2 5 8 2 2 5
7
## [2702] 2 2 5 2 2 5 8 2 2 6 7 6 2 2 2 2 2 5 2 2 2 8 3 2 2 2 6 8 2 5 2 7 7 2 3 2
2
## [2739] 2 2 7 2 2 2 2 2 2 2 5 2 8 5 2 5 7 6 7 5 2 7 5 2 8 2 2 7 5 2 2 2 2 2 7 2
2
## [2776] 2 8 2 1 2 5 7 6 5 8 2 5 5 5 2 5 5 5 2 7 8 7 2 2 2 2 6 2 5 5 6 7 2 5 2 7
2
## [2813] 2 2 2 1 8 7 5 7 2 2 2 2 2 3 5 2 3 5 8 7 5 2 5 5 2 5 2 2 2 2 2 2 2 7 2 8
5
## [2850] 5 6 1 7 3 5 7 7 8 5 7 2 2 2 2 5 2 6 2 5 2
##
## Within cluster sum of squares by cluster:
## [1] 157993.41 110007.63 213283.07 167846.51 96291.63 126062.73 152693.52
## [8] 175488.73
## (between_SS / total_SS = 85.6 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 50 :
## K-means clustering with 8 clusters of sizes 191, 1227, 68, 363, 743, 175, 46, 5
7
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          12.360219          47.324607          104.85775
## 2           4.158012           5.358598           11.45873
## 3          10.999074          41.514706          176.40353
## 4           7.246180          23.000000           64.31471
## 5           9.051475          16.939435           30.28202
## 6          25.966610          55.440000           46.51509
## 7          30.022314          119.326087          232.29000
## 8          33.327929          110.175439          115.40544
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           3.552565           0.1490001

```

```
## 2          3.475836          0.1453699
## 3          19.798128          0.1770462
## 4           6.063650          0.1555215
## 5           3.077822          0.1449525
## 6           1.423715          0.1557503
## 7           3.116224          0.1747545
## 8           1.759743          0.1311359
##
## Clustering vector:
## [1] 3 4 2 2 2 2 4 1 5 3 2 5 2 7 5 2 2 2 1 4 1 2 5 2 4 2 4 2 2 3 1 7 2 2 2 2
2
## [38] 1 3 5 4 4 1 2 4 4 2 2 2 2 2 2 2 2 2 2 2 2 2 5 7 2 4 1 5 2 2 5 3 2 1 5 6 4
5
## [75] 5 2 4 1 1 5 5 4 2 2 2 3 5 2 1 2 5 4 2 2 1 2 2 5 4 4 4 3 2 2 6 4 2 5 2 2
4
## [112] 2 4 2 4 5 2 2 2 2 4 2 2 2 2 2 2 5 2 2 2 2 2 5 2 2 2 2 2 2 2 2 2 2 2 2 1
2
## [149] 4 2 2 2 2 5 5 2 5 2 5 2 5 5 4 2 2 2 5 1 5 3 2 2 2 4 4 2 2 2 2 2 2 2 2 5
2
## [186] 2 1 2 5 5 2 2 8 5 2 2 5 2 5 2 2 2 5 2 5 2 5 5 2 2 5 2 2 5 2 2 2 5 2 3 2
2
## [223] 2 2 2 2 2 5 2 4 2 2 5 4 5 5 4 2 4 2 3 2 2 2 2 5 1 2 2 2 2 2 2 5 2 2 2 2
2
## [260] 5 2 2 2 4 2 2 2 2 4 4 2 2 5 2 5 2 2 2 2 2 3 2 3 5 2 2 2 2 5 2 2 2 2 2 2
5
## [297] 5 2 5 2 2 6 6 5 4 5 2 2 2 4 2 2 2 2 5 2 2 2 5 5 2 3 2 2 2 2 2 2 4 2 2 4
2
## [334] 2 2 2 5 2 2 2 2 5 5 2 2 2 2 2 4 1 2 2 2 1 2 2 4 2 3 2 2 2 2 4 5 2 4 2 8
4
## [371] 5 5 5 5 2 2 2 2 2 2 2 5 5 5 2 5 2 5 3 2 2 2 2 2 5 5 4 2 2 2 2 5 5 5 2 2
4
## [408] 5 2 2 2 2 5 2 4 2 2 5 1 5 2 2 2 2 4 5 2 4 2 4 5 2 2 2 4 1 2 4 5 4 5 3 2
2
## [445] 2 2 2 6 5 5 2 4 2 2 2 5 5 2 6 2 2 4 2 2 2 1 2 5 5 2 1 2 4 2 4 5 3 2 5 2
2
## [482] 5 5 5 4 5 2 3 2 5 5 5 1 4 2 4 5 2 4 2 1 4 2 6 4 4 2 2 1 4 5 2 2 2 2 4 5
2
## [519] 5 2 2 2 2 5 5 2 2 4 2 2 4 2 2 3 4 2 2 5 5 5 5 1 2 5 2 2 5 2 5 2 4 5 2 2
2
## [556] 5 1 2 4 5 5 2 2 5 2 2 5 5 5 3 2 2 2 5 5 5 1 2 2 2 2 4 5 5 2 5 5 5 5 1 2
2
## [593] 5 5 5 2 4 5 4 6 7 2 5 5 2 2 2 2 4 5 5 4 4 3 5 5 2 4 5 2 2 2 2 2 2 5 4 5
5
## [630] 2 2 4 4 2 2 5 4 5 1 2 4 2 2 5 4 5 3 1 5 5 2 2 4 1 3 1 3 2 5 4 1 5 5 5 4
1
## [667] 5 2 2 2 8 4 1 6 4 2 2 6 5 5 5 5 2 1 4 5 3 2 2 1 1 2 1 2 5 2 2 2 2 2 5 5
7
## [704] 4 3 5 6 7 1 1 2 3 8 5 8 2 5 5 1 1 6 1 2 1 4 1 5 4 6 5 2 7 2 1 5 4 1 2 4
5
## [741] 6 1 5 2 2 6 2 4 2 4 5 1 2 1 5 5 2 8 4 5 6 5 7 5 4 2 2 5 6 5 5 2 1 1 2 5
```

```
5
## [778] 2 2 5 8 5 2 5 5 5 5 4 2 2 1 3 5 2 5 5 2 7 1 4 4 2 1 7 8 4 7 2 5 2 5 2 6
4
## [815] 5 1 2 1 7 2 2 1 4 2 8 6 5 2 7 4 3 6 7 4 4 1 1 5 6 4 6 4 5 5 5 5 2 4 6 5
2
## [852] 2 5 4 5 2 2 6 5 8 6 2 1 2 8 4 1 2 4 2 2 2 8 5 5 5 8 1 8 5 6 6 4 2 5 4 2
5
## [889] 8 2 5 6 5 2 1 2 2 2 2 2 4 5 4 2 2 4 2 5 6 2 1 5 4 1 2 2 2 2 2 6 5 8 2 2
4
## [926] 4 5 3 5 5 5 6 2 5 5 2 5 4 6 2 4 2 4 5 4 6 7 5 3 2 6 2 1 7 5 2 3 6 2 5 5
2
## [963] 2 5 5 2 1 1 6 2 1 2 4 2 2 5 8 2 5 5 2 4 2 4 5 5 2 2 2 2 8 4 5 2 8 2 2 5
2
## [1000] 6 2 4 2 5 2 5 5 2 5 2 2 8 5 6 1 6 6 2 5 2 2 2 4 5 5 2 1 2 1 5 2 5 5 2 3
4
## [1037] 7 2 1 5 4 1 5 4 4 5 5 5 2 5 4 5 5 2 4 2 3 2 4 2 2 2 4 2 4 6 6 2 6 5 2 6
5
## [1074] 2 2 5 2 5 5 4 5 5 2 2 5 4 2 5 1 6 2 2 3 5 2 5 2 6 5 2 2 5 7 2 2 5 2 8 8
2
## [1111] 6 5 5 2 4 5 5 2 2 6 2 2 2 4 2 2 4 4 5 2 2 2 6 2 4 2 2 5 4 2 5 2 2 2 2 4
2
## [1148] 5 2 2 4 1 1 5 2 2 2 5 2 5 6 2 2 2 5 5 2 4 5 2 5 2 1 5 6 5 2 6 1 5 2 2 4
4
## [1185] 5 5 5 5 6 5 5 5 1 2 4 4 6 2 5 5 1 5 2 5 5 4 5 2 5 2 2 2 5 2 8 2 4 6 5 2
4
## [1222] 2 4 4 5 2 2 5 2 2 2 5 2 4 2 5 3 2 2 5 2 4 5 1 2 6 2 4 4 1 2 4 2 2 5 6 6
4
## [1259] 2 5 4 2 4 5 2 2 5 2 5 5 2 4 2 2 2 4 2 2 4 5 2 2 2 5 5 1 6 2 2 4 5 2 4 4
7
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```
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4
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5
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2
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## [2591] 2 5 2 1 2 2 5 2 6 2 5 2 4 2 2 5 4 2 2 2 5 2 5 2 5 7 2 5 6 2 5 5 3 5 5 6
```

```

5
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2
## [2776] 2 6 2 8 2 4 5 1 5 4 5 5 5 5 2 4 5 5 2 2 4 6 2 2 2 2 1 2 5 5 1 6 2 4 2 6
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5
## [2850] 5 1 8 6 3 5 5 6 4 5 5 2 2 2 2 5 2 1 2 5 2
##
## Within cluster sum of squares by cluster:
## [1] 119383.5 103846.7 206730.0 146454.8 162252.0 141391.3 167846.5 141191.8
## (between_SS / total_SS = 85.7 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 100 :
## K-means clustering with 8 clusters of sizes 59, 192, 43, 68, 175, 743, 363, 122
7
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          36.994779          110.084746          119.05492
## 2          12.384385           47.520833          104.78490
## 3          25.140149          120.674419          236.00791
## 4          10.999074           41.514706          176.40353
## 5          25.966610           55.440000           46.51509
## 6           9.051475           16.939435           30.28202
## 7           7.246180           23.000000           64.31471
## 8           4.158012            5.358598           11.45873
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           1.754701           0.1357395
## 2           3.545249           0.1486092
## 3           3.208751           0.1728114
## 4          19.798128           0.1770462
## 5           1.423715           0.1557503
## 6           3.077822           0.1449525
## 7           6.063650           0.1555215
## 8           3.475836           0.1453699
##
## Clustering vector:
##   [1] 4 7 8 8 8 8 7 2 6 4 8 6 8 3 6 8 8 8 2 7 2 8 6 8 7 8 7 8 8 4 2 3 8 8 8 8

```

```
8
## [38] 2 4 6 7 7 2 8 7 7 8 8 8 8 8 8 8 8 8 8 8 6 3 8 7 2 6 8 8 6 4 8 2 6 5 7
6
## [75] 6 8 7 2 2 6 6 7 8 8 8 4 6 8 2 8 6 7 8 8 2 8 8 6 7 7 7 4 8 8 5 7 8 6 8 8
7
## [112] 8 7 8 7 6 8 8 8 8 7 8 8 8 8 8 6 8 8 8 8 8 6 8 8 8 8 8 8 8 8 8 8 8 8 2
8
## [149] 7 8 8 8 8 6 6 8 6 8 6 8 6 6 7 8 8 8 6 2 6 4 8 8 8 7 7 8 8 8 8 8 8 8 8 6
8
## [186] 8 2 8 6 6 8 8 1 6 8 8 6 8 6 8 8 8 6 8 6 8 6 6 8 8 6 8 8 6 8 8 8 6 8 4 8
8
## [223] 8 8 8 8 8 6 8 7 8 8 6 7 6 6 7 8 7 8 4 8 8 8 8 6 2 8 8 8 8 8 8 6 8 8 8 8
8
## [260] 6 8 8 8 7 8 8 8 8 7 7 8 8 6 8 6 8 8 8 8 8 4 8 4 6 8 8 8 8 6 8 8 8 8 8 8
6
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8
## [334] 8 8 8 6 8 8 8 8 6 6 8 8 8 8 8 7 2 8 8 8 2 8 8 7 8 4 8 8 8 8 7 6 8 7 8 1
7
## [371] 6 6 6 6 8 8 8 8 8 8 8 6 6 6 8 6 8 6 4 8 8 8 8 8 6 6 7 8 8 8 8 6 6 6 8 8
7
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8
## [445] 8 8 8 5 6 6 8 7 8 8 8 6 6 8 5 8 8 7 8 8 8 2 8 6 6 8 2 8 7 8 7 6 4 8 6 8
8
## [482] 6 6 6 7 6 8 4 8 6 6 6 2 7 8 7 6 8 7 8 2 7 8 5 7 7 8 8 2 7 6 8 8 8 8 7 6
8
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8
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8
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6
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2
## [667] 6 8 8 8 1 7 2 5 7 8 8 5 6 6 6 6 8 2 7 6 4 8 8 2 2 8 2 8 6 8 8 8 8 8 6 6
3
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6
## [741] 5 2 6 8 8 5 8 7 8 7 6 2 8 2 6 6 8 1 7 6 5 6 3 6 7 8 8 6 5 6 6 8 2 2 8 6
6
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7
## [815] 6 2 8 2 3 8 8 2 7 8 1 5 6 8 3 7 4 5 3 7 7 2 2 6 5 7 5 7 6 6 6 6 8 7 5 6
8
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6
## [889] 1 8 6 5 6 8 2 8 8 8 8 8 7 6 7 8 8 7 8 6 5 8 2 6 7 2 8 8 8 8 8 5 6 1 8 8
7
## [926] 7 6 4 6 6 6 5 8 6 6 8 6 7 5 8 7 8 7 6 7 5 3 6 4 8 5 8 2 3 6 8 4 5 8 6 6
```

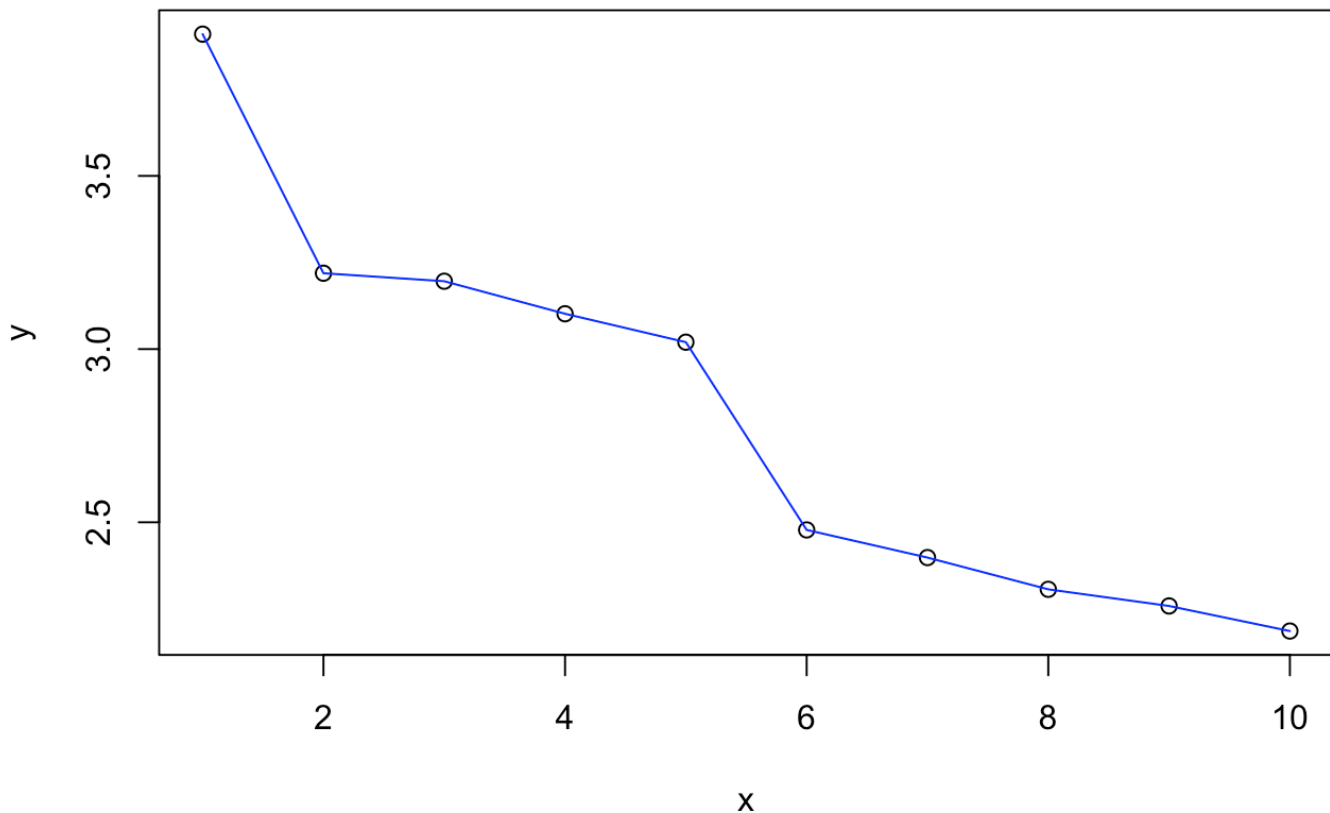
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8  
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8  
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6  
## [1481] 8 5 7 7 4 8 6 6 6 6 5 8 8 7 6 6 6 7 8 8 8 6 2 7 2 2 8 8 6 8 8 6 6 5 8 8  
8  
## [1518] 8 7 8 8 8 8 8 8 5 6 7 8 8 8 6 6 8 7 8 8 1 6 8 8 8 8 5 1 8 8 8 8 8 6 5 6  
7  
## [1555] 6 7 8 8 5 6 6 6 8 8 8 6 8 6 3 1 8 8 8 7 7 7 8 8 8 2 8 5 8 8 7 8 1 8 2 8  
8  
## [1592] 7 6 8 6 6 6 8 2 8 6 8 8 6 3 6 6 2 8 2 8 6 8 5 2 8 7 6 8 8 6 4 8 8 6 6 6  
7  
## [1629] 1 6 5 5 2 6 2 7 8 8 6 4 8 2 8 2 8 8 6 8 6 8 8 8 8 8 8 8 6 8 8 8 2 8 8 8  
8  
## [1666] 8 8 7 8 3 8 8 7 7 8 8 8 8 4 2 8 3 8 8 7 8 2 8 6 8 6 2 7 8 2 8 7 5 8 6 6  
6  
## [1703] 7 8 6 7 6 8 6 8 6 6 6 1 8 1 6 5 4 1 8 5 7 8 8 6 8 5 6 3 2 1 8 5 5 8 8 7  
6  
## [1740] 2 1 6 4 5 7 5 8 2 8 2 8 6 6 7 2 6 8 8 6 6 7 2 7 7 7 8 8 8 2 7 6 6 8 8 6  
8  
## [1777] 8 8 8 6 3 2 6 7 6 7 2 2 6 8 8 7 2 8 8 8 8 7 6 8 6 7 8 7 8 8 8 8 6 8 8 8  
8  
## [1814] 5 8 8 8 8 2 8 8 8 8 8 8 7 5 1 8 6 8 6 2 7 6 8 6 8 6 8 6 5 8 8 4 8 2 7 8  
8  
## [1851] 8 8 8 6 7 6 8 6 8 6 8 6 6 2 7 5 8 8 8 5 6 8 2 5 6 8 8 8 6 3 6 6 4 6 8 7



6  
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8  
## [1925] 7 6 1 8 6 7 6 5 8 5 6 6 6 6 1 6 6 2 8 5 6 6 5 1 4 8 6 7 8 8 6 8 5 6 7 5  
8  
## [1962] 8 6 8 8 8 7 6 8 8 4 8 6 8 8 5 6 8 2 8 6 4 8 8 8 6 5 8 6 8 8 8 7 8 8 6 7  
8  
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6  
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7  
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6  
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8  
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## [2739] 8 8 5 8 8 8 8 8 8 8 6 6 7 6 8 6 6 5 5 6 8 5 6 8 7 8 8 6 6 8 8 8 8 6 8  
8  
## [2776] 8 5 8 1 8 7 6 2 6 7 6 6 6 6 8 7 6 6 8 8 7 5 8 8 8 8 2 8 6 6 2 5 8 7 8 5

```
#for single method
plot(hclust1)
```

```
y <- sort(hclust1$height, decreasing = TRUE)[1:10]
plot(x,y); lines(x,y, col= "blue")
```



```
results1 <- vector("list", length = 3)
for (i in 1:length(nstart_values)) {
  seg_kmeans1 <- kmeans(x = data.frame(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate), centers = 6, nstart = nstart_values[i])
  results1[[i]] <- seg_kmeans1
}
```

```
# Comparing results
for (i in 1:length(results1)) {
  cat("Results for nstart =", nstart_values[i], ":\n")
  print(results1[[i]])
  cat("\n")
  cat("Results for nstart =", nstart_values[i], ":\n")
  cat("tot.withinss:", results1[[i]]$tot.withinss, "\n\n")
}
```

```
## Results for nstart = 10 :
## K-means clustering with 6 clusters of sizes 131, 1449, 334, 154, 740, 62
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
```

```
## 1          33.557189          75.832061          67.06481
## 2          4.876893          6.418219          13.16578
## 3          8.511582          29.140719          78.47461
## 4          12.075180          59.480519          138.69299
## 5          10.230337          22.090541          37.49609
## 6          26.703191          102.725806          228.28145
## new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1          1.519733          0.1389463
## 2          3.438270          0.1445157
## 3          6.424934          0.1495671
## 4          6.302775          0.1515568
## 5          3.221781          0.1534203
## 6          9.493247          0.1832171
##
## Clustering vector:
## [1] 4 5 2 2 2 2 5 3 5 4 2 5 2 6 5 2 2 2 3 3 4 2 5 2 3 2 3 2 2 4 3 6 2 2 2 2
2
## [38] 4 4 5 3 3 3 2 5 3 2 2 2 2 2 2 2 2 2 2 2 2 2 6 2 3 4 5 2 2 2 4 2 4 5 1 5
5
## [75] 5 2 5 3 4 5 5 5 2 2 2 3 5 2 4 2 5 3 2 2 3 2 2 5 3 3 3 6 2 2 5 3 2 5 2 2
3
## [112] 2 3 2 5 5 2 2 2 2 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3
2
## [149] 3 2 2 2 2 5 2 2 5 2 5 2 2 2 5 2 2 2 5 4 2 4 2 2 2 3 3 2 2 2 2 2 2 2 2 5
2
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2
## [223] 2 2 2 2 2 2 2 5 2 2 5 5 5 2 3 2 3 2 6 2 2 2 2 2 2 3 2 2 2 2 2 2 2 2 2 2
2
## [260] 2 2 2 2 3 2 2 2 2 3 5 2 2 5 2 5 2 2 2 2 2 2 6 2 6 5 2 2 2 2 2 2 2 2 2 2
5
## [297] 5 2 5 2 2 5 5 2 3 5 2 2 2 3 2 2 2 2 5 2 2 2 5 5 2 6 2 2 2 2 2 2 3 2 2 5
2
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3
## [371] 5 5 5 5 2 2 2 2 2 2 2 5 5 2 2 2 2 5 4 2 2 2 2 2 5 5 5 2 2 2 2 2 5 2 2 2
3
## [408] 5 2 2 2 2 2 2 5 2 2 5 4 5 2 2 2 2 3 2 2 3 2 3 2 2 2 2 3 3 2 5 5 3 5 4 2
2
## [445] 2 2 2 5 5 5 2 3 2 2 2 2 5 2 5 2 2 5 2 2 2 4 2 5 5 2 3 2 3 2 5 5 4 2 5 2
2
## [482] 5 5 2 3 2 2 4 2 5 2 5 3 3 2 2 2 5 2 4 3 2 5 5 3 2 2 4 5 2 2 2 2 2 3 2
2
## [519] 2 2 2 2 2 5 5 2 2 3 2 2 3 2 2 4 5 2 2 5 2 5 2 3 2 2 2 2 5 2 5 2 5 5 2 2
2
## [556] 5 3 2 3 5 2 2 2 5 2 2 2 2 5 4 2 2 2 2 2 5 3 2 2 2 2 5 5 5 2 5 5 5 5 3 2
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## [593] 2 5 2 2 5 5 3 1 6 2 5 5 2 2 2 2 3 5 5 5 5 4 2 5 2 3 2 2 2 2 2 2 2 2 3 5
5
## [630] 2 2 3 5 2 2 5 3 5 4 2 5 2 2 5 3 5 4 4 2 5 2 2 3 4 4 3 4 2 5 5 4 5 5 5 5
```

```
4
## [667] 5 2 2 2 1 3 4 5 3 2 2 3 5 5 5 5 2 3 3 5 6 2 2 3 3 2 3 2 2 2 2 2 2 2 5 5
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## [704] 3 4 5 1 6 4 3 2 4 4 2 4 2 5 2 1 4 3 4 2 4 3 1 5 3 1 5 2 6 2 3 5 3 3 2 3
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2
## [889] 1 2 5 5 5 2 3 2 2 2 2 2 3 5 5 2 2 3 2 5 1 2 4 2 3 4 2 2 2 2 2 5 2 4 2 2
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## [926] 3 5 4 5 5 5 1 2 2 5 2 5 3 5 2 5 2 3 5 3 5 6 5 4 2 1 2 4 6 5 2 6 5 2 5 5
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## [2850] 5 3 4 5 4 2 2 5 3 5 5 2 2 2 2 5 2 4 2 5 2
##
## Within cluster sum of squares by cluster:
## [1] 254354.4 172570.2 221392.8 261627.3 253138.8 314066.2
## (between_SS / total_SS = 82.2 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 10 :
## tot.withinss: 1477150
##
## Results for nstart = 50 :
## K-means clustering with 6 clusters of sizes 740, 142, 1419, 57, 137, 375
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          10.979155          22.214865          35.66677
## 2          30.058724          79.690141          79.44380
## 3           4.668089           6.193798          13.00441
## 4          28.678617         110.842105         228.15930
## 5          10.923347          51.708029         146.36314
## 6           8.647979          29.058667          75.06128
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           3.096915           0.1516628
## 2           1.690646           0.1403995
## 3           3.476512           0.1454914
## 4           4.891120           0.1797195
## 5          10.836077           0.1549551

```

```
## 6          5.445593          0.1485293
##
## Clustering vector:
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## [2850] 1 6 5 1 5 3 3 1 6 1 1 3 3 3 3 1 3 5 3 1 3
##
## Within cluster sum of squares by cluster:
## [1] 269419.3 287639.5 161229.3 242192.3 302653.7 212654.4
## (between_SS / total_SS = 82.2 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 50 :
## tot.withinss: 1475788
##
## Results for nstart = 100 :
## K-means clustering with 6 clusters of sizes 142, 1419, 740, 57, 137, 375
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          30.058724          79.690141          79.44380
## 2           4.668089           6.193798          13.00441
## 3          10.979155          22.214865          35.66677
## 4          28.678617          110.842105          228.15930
## 5          10.923347           51.708029          146.36314
## 6           8.647979           29.058667           75.06128
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           1.690646           0.1403995
## 2           3.476512           0.1454914
## 3           3.096915           0.1516628
## 4           4.891120           0.1797195
## 5          10.836077           0.1549551
## 6           5.445593           0.1485293
##
## Clustering vector:
##   [1] 5 3 2 2 2 2 3 6 3 5 2 3 2 4 3 2 2 2 6 6 5 2 3 2 6 2 6 2 2 5 6 4 2 2 2 2
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6
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2
## [1962] 2 3 2 2 2 6 3 2 2 5 2 3 2 2 6 3 2 1 2 3 5 2 2 2 3 3 2 2 2 2 2 3 2 2 3 6
2
## [1999] 2 4 4 2 2 6 2 2 5 6 3 3 1 2 2 3 6 6 3 2 3 2 3 1 1 3 2 6 4 2 3 3 3 3 6 2
```

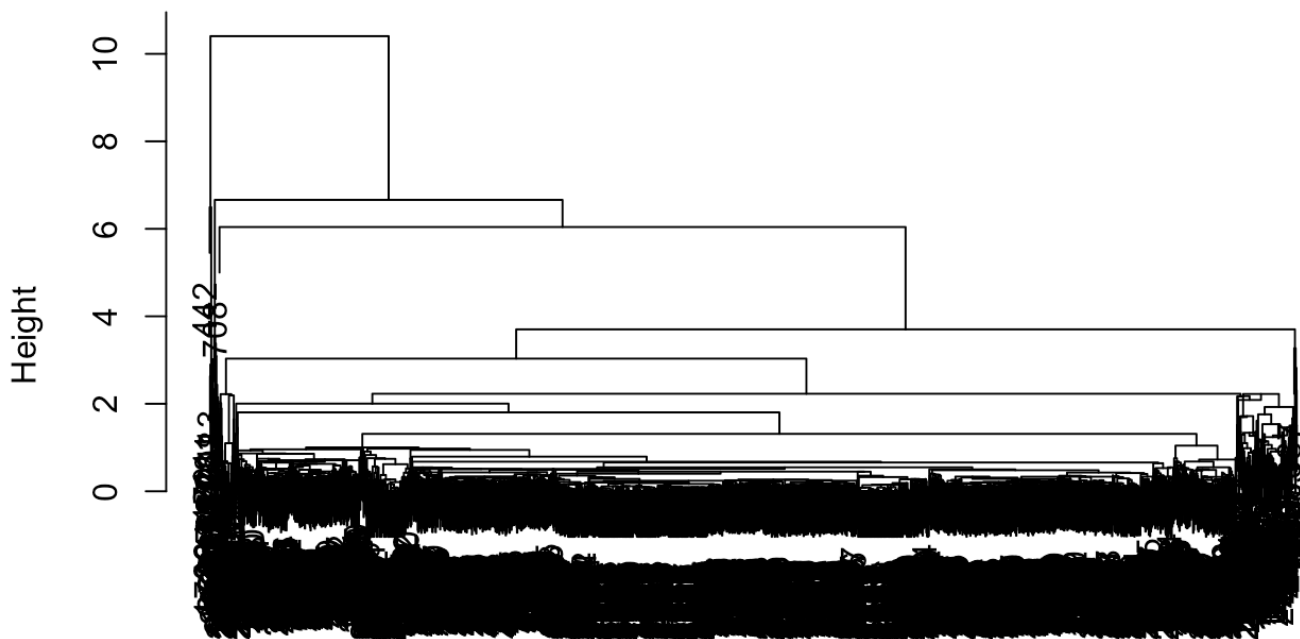
```
3
## [2036] 2 2 3 2 3 2 2 2 2 6 2 6 2 2 2 5 2 1 3 2 3 3 2 2 3 6 3 6 2 2 3 2 6 2 3 4
3
## [2073] 2 3 3 6 2 2 3 3 3 3 2 2 2 1 3 6 1 1 3 1 2 6 2 1 2 2 6 1 3 2 2 3 2 2 6 2
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## [2369] 2 3 2 6 2 2 5 2 2 2 2 2 2 5 2 6 2 6 2 3 2 2 3 2 3 2 6 2 6 2 3 1 2 2 2 2
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2
## [2813] 2 2 2 1 6 1 3 3 2 2 2 2 2 4 2 2 5 3 6 3 3 2 2 2 2 3 2 2 2 2 2 2 2 3 2 6
3
## [2850] 3 6 5 3 5 2 2 3 6 3 3 2 2 2 2 3 2 5 2 3 2
##
## Within cluster sum of squares by cluster:
## [1] 287639.5 161229.3 269419.3 242192.3 302653.7 212654.4
## (between_SS / total_SS = 82.2 %)
```

```
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 100 :
## tot.withinss: 1475788
```

```
## for centroid method
```

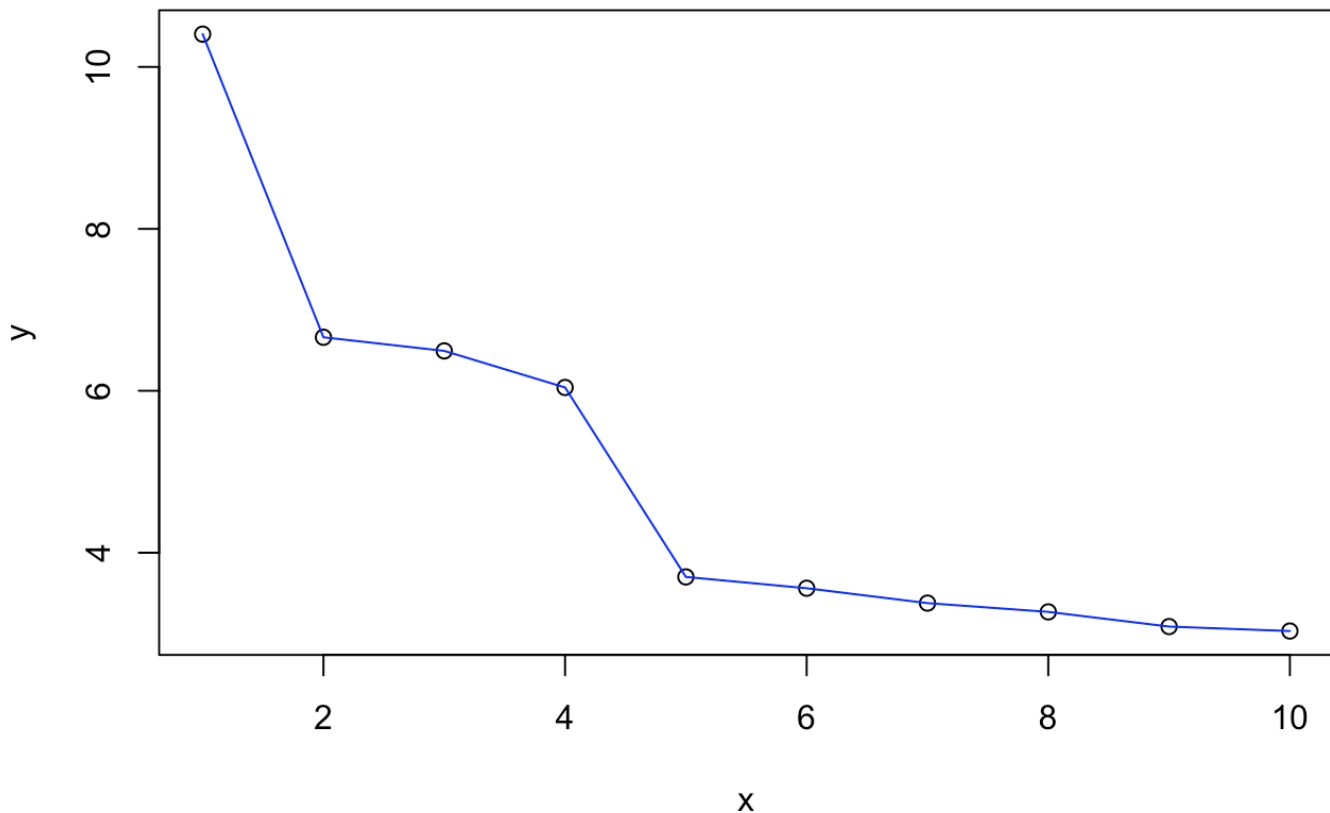
```
plot(hclust2)
```

## Cluster Dendrogram



```
dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity,
new_data$total_value, new_data$Avg_ReturnRate, new_data$Avg_ReturnRate)))
```

```
y <- sort(hclust2$height, decreasing = TRUE)[1:10]
plot(x,y); lines(x,y, col= "blue")
```



```
results2 <- vector("list", length = 3)
for (i in 1:length(nstart_values)) {
  seg_kmeans2 <- kmeans(x = data.frame(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate), centers = 5, nstart = nstart_values[i])
  results2[[i]] <- seg_kmeans2
}
```

```
# Comparing results
for (i in 1:length(results2)) {
  cat("Results for nstart =", nstart_values[i], ":\n")
  print(results2[[i]])
  cat("\n")
  cat("Results for nstart =", nstart_values[i], ":\n")
  cat("tot.withinss:", results2[[i]]$tot.withinss, "\n\n")
}
```

```
## Results for nstart = 10 :
## K-means clustering with 5 clusters of sizes 752, 1706, 194, 146, 72
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
```



```
## 1      10.34714      26.598404      51.92540
## 2       5.52422       7.966589      15.45670
## 3     10.37049     43.860825     125.46314
## 4     29.63506     79.719178      79.64212
## 5     25.65469     98.638889     221.49819
## new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1      3.916030      0.1513568
## 2      3.373390      0.1459064
## 3      8.735096      0.1489165
## 4      1.701413      0.1387357
## 5      8.715556      0.1931798
##
## Clustering vector:
## [1] 3 1 2 2 2 2 1 3 2 3 2 2 2 5 1 2 2 2 3 1 3 2 2 2 1 2 1 2 2 3 3 5 2 2 2 2
2
## [38] 3 3 1 1 1 3 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 5 2 1 3 2 2 2 2 3 2 3 1 4 1
1
## [75] 1 2 1 3 3 1 2 1 2 2 2 3 1 2 3 2 1 1 2 2 3 2 2 2 1 1 1 5 2 2 1 1 2 2 2 2
1
## [112] 2 1 2 1 1 2 2 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1
2
## [149] 1 2 2 2 2 2 2 2 2 1 2 2 2 2 1 2 2 2 2 3 2 3 2 2 2 1 1 2 2 2 2 2 2 2 2 2
2
## [186] 2 3 2 2 1 2 2 4 1 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 3 2
2
## [223] 2 2 2 2 2 2 2 1 2 2 1 1 2 2 3 2 1 2 5 2 2 2 2 2 3 2 2 2 2 2 2 2 2 2 2 2
2
## [260] 2 2 2 2 3 2 2 2 2 1 1 2 2 2 2 2 2 2 2 2 2 5 2 5 2 2 2 2 2 2 2 2 2 2 2 2
2
## [297] 1 2 1 2 2 1 1 2 1 1 2 2 2 1 2 2 2 2 1 2 2 2 2 1 2 5 2 2 2 2 2 2 1 2 2 1
2
## [334] 2 2 2 2 2 2 2 2 1 2 2 2 2 2 2 2 1 3 2 2 2 3 2 2 1 2 3 2 2 2 2 1 2 2 3 2 4
1
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3
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## [519] 2 2 2 2 2 1 1 2 2 1 2 2 1 2 2 3 1 2 2 1 2 2 2 3 2 2 2 2 2 2 2 2 1 2 2 2
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## [556] 2 3 2 1 1 2 2 2 2 2 2 2 2 2 3 2 2 2 2 2 1 3 2 2 2 2 1 2 1 2 2 2 2 1 3 2
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3
## [667] 1 2 2 2 4 1 3 1 1 2 2 1 2 1 1 1 2 3 1 1 5 2 2 3 3 2 3 2 2 2 2 2 2 2 2 1
```

```
5
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1
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2
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1
## [1555] 1 1 2 2 1 1 2 2 2 2 2 1 2 1 5 3 2 2 2 1 1 1 2 2 2 3 2 1 2 2 1 2 4 2 4 2
2
## [1592] 1 2 2 1 2 2 2 3 2 2 2 2 2 5 2 2 3 2 3 2 1 2 1 1 2 3 1 2 2 2 5 2 2 2 1 2
```

```
1
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2
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1
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2
## [1740] 4 4 1 3 1 1 1 2 4 2 3 2 2 2 1 4 2 2 2 2 2 1 3 1 1 1 2 2 2 4 1 2 2 2 2 2
2
## [1777] 2 2 2 1 5 3 2 1 2 1 3 3 1 2 2 1 1 2 2 2 2 1 2 2 1 1 2 1 2 2 2 2 2 2 2 2
2
## [1814] 1 2 2 2 2 3 2 2 2 2 2 2 1 4 3 2 2 2 2 4 1 2 2 1 2 2 2 1 1 2 2 3 2 3 1 2
2
## [1851] 2 2 2 1 1 1 2 2 2 2 2 1 2 3 1 1 2 2 2 1 1 2 3 4 2 2 2 2 2 5 1 2 3 2 2 1
1
## [1888] 3 4 2 5 1 2 2 2 2 2 2 1 1 4 1 2 4 2 2 2 2 2 1 2 2 2 1 2 1 1 2 2 3 2 1 2
2
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2
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2
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3
## [2406] 5 2 2 1 2 2 1 5 1 1 2 1 2 2 2 2 2 2 2 1 2 1 2 1 2 1 1 2 1 2 2 3 2 2 2 2
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## [2443] 1 1 3 1 3 1 2 2 2 2 2 5 2 2 2 1 1 2 2 4 2 3 2 2 2 1 5 2 1 2 2 1 3 2 2 2
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```

```

1
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3
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1
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1
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1
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2
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2
## [2813] 2 2 2 4 1 4 1 1 2 2 2 2 2 5 2 2 5 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1
1
## [2850] 1 3 3 1 3 2 2 1 1 1 1 2 2 2 2 2 2 3 2 1 2
##
## Within cluster sum of squares by cluster:
## [1] 421942.6 298199.4 320358.9 303098.1 352226.5
## (between_SS / total_SS = 79.6 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 10 :
## tot.withinss: 1695826
##
## Results for nstart = 50 :
## K-means clustering with 5 clusters of sizes 161, 739, 1697, 69, 204
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          29.710687          73.881988          71.67006
## 2           9.614883          25.093369          52.11141
## 3           5.581723           8.017678          15.30493
## 4          26.261759          99.115942         223.87638
## 5          10.872743          48.818627         126.78118
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           1.662493           0.1381651
## 2           4.076984           0.1496542
## 3           3.367038           0.1469543
## 4           8.977743           0.1957062
## 5           8.120159           0.1473854
##
## Clustering vector:
##   [1] 5 2 3 3 3 3 2 5 3 5 3 3 3 4 2 3 3 3 5 2 5 3 3 3 2 3 2 3 3 5 5 4 3 3 3 3

```

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```
3
## [963] 3 2 3 3 1 2 1 3 5 3 2 3 3 3 1 3 3 3 3 2 3 2 2 2 3 3 3 3 5 2 2 3 5 3 3 2
3
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2
## [1222] 3 2 2 3 3 3 2 3 3 3 3 3 2 3 2 5 3 3 2 3 2 3 5 3 1 3 2 2 5 3 2 3 3 3 2 1
2
## [1259] 3 3 2 3 2 2 3 3 3 3 3 3 3 2 3 3 3 2 3 3 2 2 3 3 3 3 5 1 3 3 2 2 3 2 2
4
## [1296] 1 3 3 3 3 3 2 3 3 3 3 3 2 3 3 1 2 2 1 1 5 3 3 3 3 3 3 3 2 5 2 3 3 3 3 2
2
## [1333] 2 3 2 3 2 3 3 2 1 2 3 3 3 2 3 5 2 3 3 3 2 3 2 2 1 1 4 2 2 3 2 2 3 3 2 2
3
## [1370] 3 2 3 3 1 3 2 2 3 4 2 3 4 3 3 2 3 2 3 2 2 3 5 3 2 2 3 3 3 5 2 3 2 3 3 2
3
## [1407] 2 3 2 3 2 2 2 3 3 3 3 3 3 2 1 3 3 3 2 2 3 2 3 1 2 3 1 2 3 2 2 1 2 3 1 4
3
## [1444] 3 3 2 3 2 3 2 3 3 3 3 2 5 2 3 3 3 3 3 2 3 3 4 3 3 3 3 5 2 3 3 2 3 5 3 3
3
## [1481] 3 1 2 2 5 3 2 3 3 2 1 3 3 2 3 2 3 2 3 3 3 2 1 2 5 1 3 3 3 3 3 3 3 1 3 3
3
## [1518] 3 2 3 3 3 3 3 3 1 2 2 3 3 3 3 3 3 2 3 3 1 3 3 3 3 3 1 5 3 3 3 3 3 3 2 2
2
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## [1592] 2 3 3 2 3 3 3 5 3 3 3 3 3 3 4 3 3 5 3 5 3 2 3 2 2 3 2 2 3 3 3 4 3 3 3 2 3
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## [1629] 1 3 1 2 1 2 5 2 3 3 3 4 3 5 3 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 1 3 3 3
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2
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## [1814] 2 3 3 3 3 5 3 3 3 3 3 3 2 1 5 3 3 3 3 1 2 3 3 2 3 3 3 2 2 3 3 5 3 5 2 3
3
## [1851] 3 3 3 2 2 2 3 3 3 3 3 2 3 5 2 2 3 3 3 2 2 3 5 1 3 3 3 3 3 4 2 3 5 3 3 2
```

```
2
## [1888] 5 1 3 4 2 3 3 3 3 3 2 2 1 2 3 1 3 3 3 3 2 3 3 3 2 3 2 2 3 3 5 3 2 3
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## [1925] 2 3 5 3 3 2 3 2 3 2 3 3 2 3 5 3 3 1 3 1 2 3 2 5 5 3 3 2 3 3 3 3 2 2 2 1
3
## [1962] 3 3 3 3 3 2 3 3 3 5 3 2 3 3 2 2 3 1 3 2 4 3 3 3 3 2 3 3 3 3 3 2 3 3 3 2
3
## [1999] 3 4 4 3 3 5 3 3 5 2 2 2 1 3 3 3 5 2 3 3 2 3 1 1 1 2 3 2 4 3 3 3 3 2 2 3
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## [2036] 3 3 3 3 3 3 3 3 3 2 3 1 3 3 3 5 3 1 3 3 1 3 3 3 2 5 3 2 3 3 3 3 2 3 2 4
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## [2073] 3 2 2 2 3 3 2 2 3 3 3 3 3 1 2 2 1 5 3 1 3 2 3 1 3 3 2 1 3 3 3 2 3 3 2 3
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## [2110] 3 1 3 3 3 3 2 2 3 3 2 3 3 2 2 4 3 5 3 3 3 3 2 3 3 2 3 2 3 3 3 3 3 3 2 5
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## [2184] 3 3 3 3 3 3 2 2 3 3 2 3 2 3 3 3 3 3 3 5 3 1 3 3 3 3 3 3 3 3 2 3 3 3 2 2
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## [2221] 3 2 3 4 3 3 3 3 3 3 2 2 1 3 4 3 5 2 3 1 2 3 3 3 3 2 3 3 3 2 3 2 5 3 3 3
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## [2258] 2 2 3 2 2 3 3 3 3 3 3 3 3 3 2 3 3 5 2 3 2 3 3 2 2 3 1 5 3 3 2 2 2 5 3 1
2
## [2295] 2 3 3 2 3 3 3 3 4 2 3 2 2 2 3 5 2 3 3 3 3 2 5 3 5 1 3 3 3 2 2 3 3 3 4 3
2
## [2332] 3 3 2 3 3 3 2 3 3 3 3 2 3 1 3 5 3 2 5 2 3 2 3 1 2 3 3 3 2 5 2 3 2 3 2 3
3
## [2369] 3 3 3 5 3 3 5 3 3 3 3 3 3 5 3 1 3 2 3 2 3 3 2 3 2 3 2 3 2 3 3 1 3 3 3 3
5
## [2406] 4 3 3 2 3 3 2 4 2 2 3 2 3 3 3 3 3 3 3 2 3 2 3 2 3 2 2 3 2 3 3 5 3 3 3 3
3
## [2443] 2 2 5 2 5 2 3 3 3 3 3 4 3 3 3 2 2 3 3 1 3 5 3 3 3 2 4 3 2 3 3 3 5 3 3 3
2
## [2480] 5 1 1 3 1 3 2 5 3 2 2 3 3 3 1 3 5 3 2 2 3 2 3 5 3 3 3 3 3 1 3 3 1 3 1 2
3
## [2517] 3 3 1 3 3 3 3 2 1 2 3 3 3 2 2 5 5 3 3 3 2 2 2 3 3 3 2 2 3 2 2 2 3 3 2 3
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## [2554] 2 3 3 3 4 3 3 3 5 3 1 3 3 3 2 3 2 2 3 3 3 3 3 3 3 2 2 3 3 3 3 2 3 3 5 3
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## [2591] 3 3 3 5 3 3 2 3 2 3 3 3 2 3 3 3 2 3 3 3 3 3 3 3 2 4 3 3 2 3 2 2 5 3 3 1
2
## [2628] 2 1 5 2 3 5 3 2 2 2 2 2 3 3 1 3 1 3 3 1 2 2 2 3 3 3 5 4 2 3 2 5 3 3 2 5
2
## [2665] 2 3 1 2 3 3 2 5 5 1 3 3 1 3 3 3 3 4 3 3 5 3 2 3 3 5 2 3 3 3 3 2 2 3 3 3
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## [2739] 3 3 2 3 3 3 3 3 3 3 3 3 2 3 3 3 2 1 1 3 3 2 3 3 2 3 3 2 2 3 3 3 3 2 3
3
## [2776] 3 2 3 1 3 2 3 5 3 2 3 2 3 3 3 2 3 3 3 3 2 2 3 3 3 3 5 3 3 3 1 2 3 2 3 1
```

```

3
## [2813] 3 3 3 1 2 1 2 2 3 3 3 3 3 4 3 3 4 3 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 2
2
## [2850] 2 5 5 2 5 3 3 2 2 2 2 3 3 3 3 3 3 5 3 2 3
##
## Within cluster sum of squares by cluster:
## [1] 310536.7 381525.4 303007.4 341124.0 357693.7
## (between_SS / total_SS = 79.6 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 50 :
## tot.withinss: 1693887
##
## Results for nstart = 100 :
## K-means clustering with 5 clusters of sizes 739, 161, 1697, 204, 69
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1           9.614883           25.093369           52.11141
## 2          29.710687           73.881988           71.67006
## 3           5.581723            8.017678           15.30493
## 4          10.872743          48.818627          126.78118
## 5          26.261759          99.115942          223.87638
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           4.076984           0.1496542
## 2           1.662493           0.1381651
## 3           3.367038           0.1469543
## 4           8.120159           0.1473854
## 5           8.977743           0.1957062
##
## Clustering vector:
##   [1] 4 1 3 3 3 3 1 4 3 4 3 3 3 5 1 3 3 3 4 1 4 3 3 3 1 3 1 3 3 4 4 5 3 3 3 3
3
##   [38] 4 4 1 1 1 4 3 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 5 3 2 4 3 3 3 3 4 3 4 1 2 1
1
##   [75] 1 3 1 4 4 1 3 1 3 3 3 4 1 3 4 3 1 1 3 3 4 3 3 3 1 1 1 5 3 3 1 1 3 3 3 3
1
##  [112] 3 1 3 1 1 3 3 3 3 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 1
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3
##  [186] 3 4 3 3 1 3 3 2 1 3 3 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 1 3 4 3
3
##  [223] 3 3 3 3 3 3 3 1 3 3 1 1 3 3 1 3 1 3 5 3 3 3 3 3 4 3 3 3 3 3 3 3 3 3 3 3
3
##  [260] 3 3 3 3 4 3 3 3 3 1 1 3 3 3 3 3 3 3 3 3 3 3 5 3 5 3 3 3 3 3 3 3 3 3 3 3 3

```



```
3
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3
## [334] 3 3 3 3 3 3 3 3 1 3 3 3 3 3 3 1 4 3 3 3 4 3 3 1 3 4 3 3 3 3 1 3 3 4 3 2
1
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3
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## [852] 3 3 1 3 3 3 1 1 2 1 3 2 3 4 1 2 3 1 3 3 3 5 1 1 1 2 4 2 3 2 2 1 3 3 1 3
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## [1111] 1 3 3 3 1 1 3 3 3 1 3 3 3 1 3 3 1 1 3 3 3 3 2 3 1 3 3 3 1 3 1 3 3 3 3 1
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## [1185] 3 1 3 1 1 1 3 3 4 3 1 1 1 3 3 3 4 1 3 1 3 1 1 3 3 3 3 3 1 3 5 3 1 1 3 3
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```
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## [1666] 3 3 1 3 5 3 3 1 1 3 3 3 3 4 4 3 5 3 3 1 3 2 3 3 3 3 4 1 3 4 3 1 1 3 3 3
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## [1703] 1 3 1 1 3 3 1 3 3 3 3 5 3 4 1 1 4 4 3 2 1 3 3 3 3 2 1 5 1 2 3 1 2 3 3 1
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## [1777] 3 3 3 1 5 4 3 1 1 1 4 4 1 3 3 1 2 3 3 3 3 1 3 3 1 1 3 1 3 3 3 3 3 3 3 3
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## [1851] 3 3 3 1 1 1 3 3 3 3 3 1 3 4 1 1 3 3 3 1 1 3 4 2 3 3 3 3 3 5 1 3 4 3 3 1
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## [1888] 4 2 3 5 1 3 3 3 3 3 3 1 1 2 1 3 2 3 3 3 3 3 1 3 3 3 1 3 1 1 3 3 4 3 1 3
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## [1925] 1 3 4 3 3 1 3 1 3 1 3 3 1 3 4 3 3 2 3 2 1 3 1 4 4 3 3 1 3 3 3 3 1 1 1 2
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## [1962] 3 3 3 3 3 1 3 3 3 4 3 1 3 3 1 1 3 2 3 1 5 3 3 3 3 1 3 3 3 3 3 1 3 3 3 1
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## [2295] 1 3 3 1 3 3 3 3 5 1 3 1 1 1 3 4 1 3 3 3 3 1 4 3 4 2 3 3 3 1 1 3 3 3 5 3
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1
## [2665] 1 3 2 1 3 3 1 4 4 2 3 3 2 3 3 3 3 5 3 3 4 3 1 3 3 4 1 3 3 3 3 1 1 3 3 3
1
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## [2776] 3 1 3 2 3 1 3 4 3 1 3 1 3 3 3 1 3 3 3 3 1 1 3 3 3 3 4 3 3 3 2 1 3 1 3 2
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## [2813] 3 3 3 2 1 2 1 1 3 3 3 3 3 5 3 3 5 3 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 1
1
## [2850] 1 4 4 1 4 3 3 1 1 1 1 3 3 3 3 3 3 3 4 3 1 3
##
## Within cluster sum of squares by cluster:
## [1] 381525.4 310536.7 303007.4 357693.7 341124.0
## (between_SS / total_SS = 79.6 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##

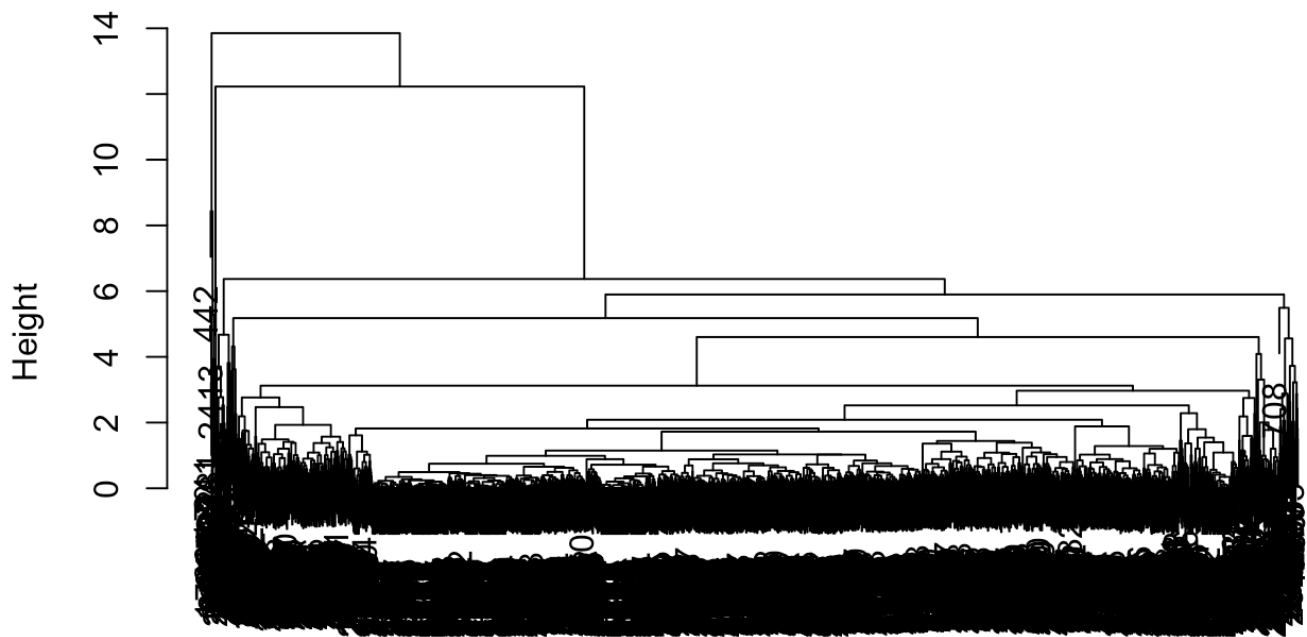
```

```
## Results for nstart = 100 :
## tot.withinss: 1693887
```

```
## for average method
```

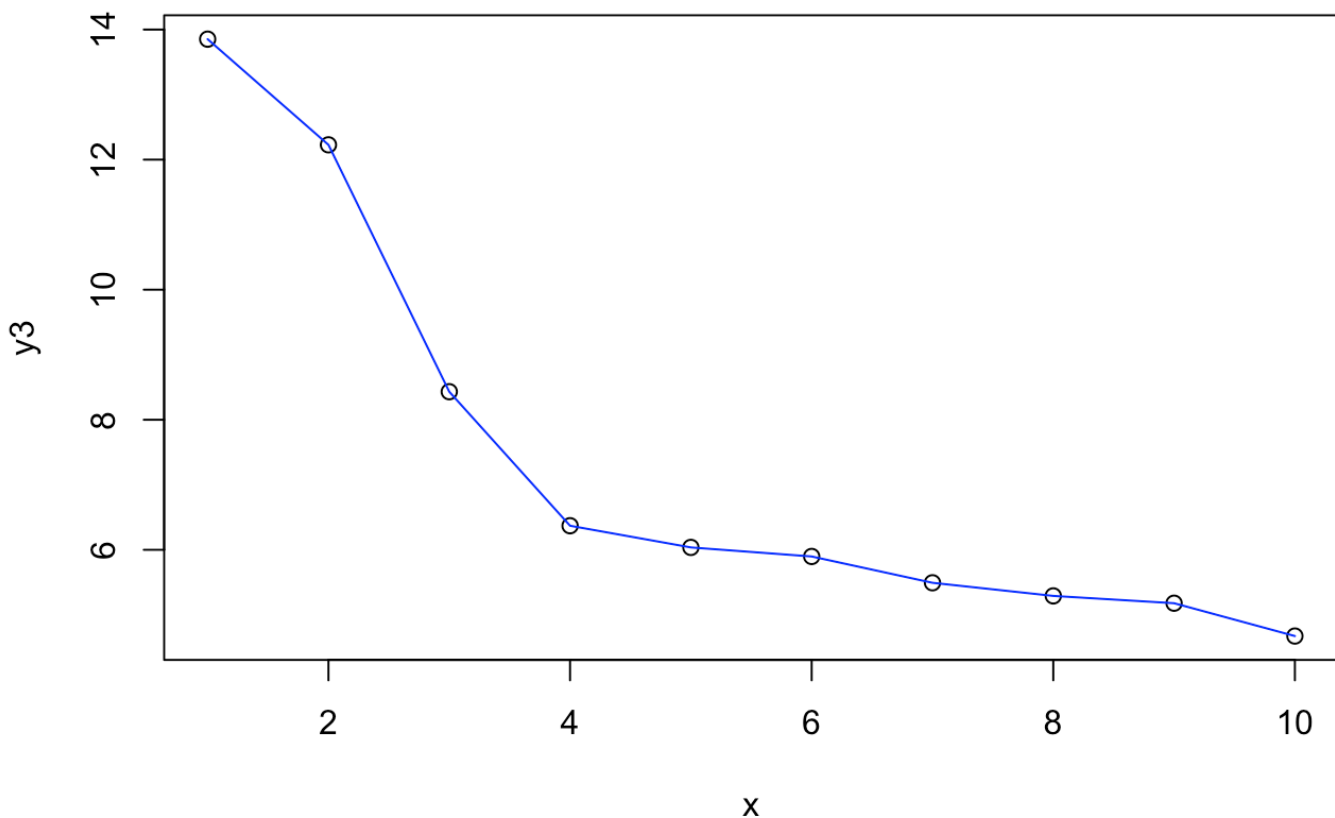
```
plot(hclust3)
```

## Cluster Dendrogram



```
dist(scale(cbind(new_data$Avg_Quantity, new_data$Total_Quantity,
new_data$total_value, new_data$Avg_ReturnRate)))
```

```
y3 <- sort(hclust3$height, decreasing = TRUE)[1:10]
plot(x,y3); lines(x,y3, col= "blue")
```



```
results3 <- vector("list", length = 3)
for (i in 1:length(nstart_values)) {
  seg_kmeans3 <- kmeans(x = data.frame(new_data$Avg_Quantity, new_data$Total_Quantity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate), centers = 4, nstart = nstart_values[i])
  results3[[i]] <- seg_kmeans3
}

seg_kmeans3$tot.withinss
```

```
## [1] 1933954
```

```
# Comparing results
for (i in 1:length(results3)) {
  cat("Results for nstart =", nstart_values[i], ":\n")
  print(results3[[i]])
  cat("\n")
  cat("Results for nstart =", nstart_values[i], ":\n")
  cat("tot.withinss:", results3[[i]]$tot.withinss, "\n\n")
}
```

```

## Results for nstart = 10 :
## K-means clustering with 4 clusters of sizes 74, 761, 1746, 289
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          25.056588          95.743243          221.05297
## 2          11.836407          29.561104           52.97485
## 3           5.532533           8.128866           15.92806
## 4          16.849857          59.062284          113.66893
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           9.195324           0.1917935
## 2           3.959407           0.1505239
## 3           3.384698           0.1457553
## 4           5.768671           0.1472687
##
## Clustering vector:
##   [1] 4 2 3 3 3 3 2 4 3 4 3 3 3 1 2 3 3 3 4 2 4 3 3 3 2 3 2 3 3 4 4 1 3 3 3 3
3
##   [38] 4 4 2 2 2 4 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 1 3 2 4 3 3 3 3 4 3 4 2 2 2
2
##   [75] 3 3 2 4 4 2 3 2 3 3 3 4 2 3 4 3 2 2 3 3 4 3 3 3 2 2 2 1 3 3 2 2 3 3 3 3
2
##  [112] 3 2 3 2 3 3 3 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 2
3
##  [149] 2 3 3 3 3 3 3 3 2 3 3 3 2 3 3 3 3 4 3 4 3 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3
3
##  [186] 3 4 3 3 3 3 3 4 2 3 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 2 3 4 3
3
##  [223] 3 3 3 3 3 3 3 2 3 3 2 2 3 3 2 3 2 3 1 3 3 3 3 3 4 3 3 3 3 3 3 3 3 3 3 3
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##  [297] 2 3 2 3 3 2 2 3 2 3 3 3 3 2 3 3 3 3 3 3 3 3 3 2 3 1 3 3 3 3 3 3 2 3 3 2
3
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2
##  [371] 3 3 3 3 3 3 3 3 3 3 3 2 3 3 3 3 3 3 4 3 3 3 3 3 3 2 2 3 3 3 3 3 3 3 3 3
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3
##  [445] 3 3 3 2 3 2 3 2 3 3 3 3 2 3 2 3 3 2 3 3 3 4 3 2 2 3 4 3 2 3 2 3 4 3 2 3
3
##  [482] 3 3 3 2 3 3 1 3 2 3 3 4 2 3 2 3 3 2 3 4 2 3 2 2 2 3 3 4 2 3 3 3 3 2 3
3
##  [519] 3 3 3 3 3 2 3 3 3 2 3 3 2 3 3 4 2 3 3 2 3 3 3 4 3 3 3 3 3 3 3 3 2 3 3 3
3
##  [556] 3 4 3 2 2 3 3 3 3 3 3 3 3 3 4 3 3 3 3 3 2 4 3 3 3 3 2 3 2 3 3 3 3 2 4 3
3
##  [593] 3 2 3 3 2 3 2 2 1 3 3 2 3 3 3 3 2 2 2 2 2 4 3 3 3 2 3 3 3 3 3 3 3 3 2 2
3

```

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## [630] 3 3 2 2 3 3 3 2 2 4 3 2 3 3 2 2 3 4 4 3 2 3 3 2 4 4 4 4 3 3 2 4 2 2 3 2
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## [667] 2 3 3 3 4 2 4 2 2 3 3 2 3 2 2 2 3 4 2 2 1 3 3 4 4 3 4 3 3 3 3 3 3 3 2
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## [704] 2 4 2 2 1 4 2 3 1 4 3 4 3 2 3 4 4 2 4 3 4 2 4 3 2 2 2 3 1 3 2 2 2 2 3 2
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## [741] 2 4 2 3 3 2 3 2 3 2 3 4 3 4 2 2 3 4 2 3 2 3 1 2 2 3 3 2 2 2 3 3 4 4 3 3
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## [778] 3 3 2 4 2 3 3 2 3 2 2 3 3 4 1 3 3 3 3 3 1 4 2 2 3 4 1 1 2 1 3 2 3 3 3 2
2
## [815] 3 4 3 4 1 3 3 4 2 3 4 2 3 3 1 2 1 4 1 2 2 4 4 2 2 2 2 2 2 2 3 2 3 2 2 2
3
## [852] 3 3 2 3 3 3 2 2 4 2 3 4 3 4 2 2 3 2 3 3 3 1 2 2 2 4 4 4 3 4 2 2 3 3 2 3
3
## [889] 4 3 2 2 2 3 4 3 3 3 3 3 2 3 2 3 3 2 3 3 2 3 4 3 2 4 3 3 3 3 3 2 3 4 3 3
2
## [926] 2 3 4 3 2 3 2 3 3 3 3 3 2 2 3 2 3 2 3 2 2 1 2 4 3 4 3 4 1 2 3 1 2 3 3 2
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## [963] 3 2 3 3 4 2 2 3 4 3 2 3 3 3 4 3 3 3 3 2 3 2 2 2 3 3 3 3 4 2 2 3 4 3 3 2
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## [1000] 2 3 2 3 3 3 3 3 3 3 3 3 3 4 2 2 4 2 2 3 3 3 3 3 2 2 3 3 4 3 2 3 3 3 3 4
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## [1037] 1 3 4 2 2 4 2 2 2 3 3 2 3 3 2 2 3 3 2 3 1 3 2 3 3 3 2 3 2 2 2 3 2 3 3 2
3
## [1074] 3 3 3 3 2 3 2 2 2 3 3 3 2 3 2 4 2 3 3 4 2 3 3 3 2 2 3 3 3 1 3 3 3 3 4 4
3
## [1111] 2 3 3 3 2 2 3 3 3 2 3 3 3 2 3 3 2 2 3 3 3 3 2 3 2 3 3 3 2 3 2 3 3 3 3 2
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## [1148] 3 3 3 2 4 2 3 3 3 3 2 3 3 2 3 3 3 2 3 3 2 3 3 3 3 4 3 2 3 3 2 4 3 3 3 2
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## [1222] 3 2 2 3 3 3 2 3 3 3 3 3 2 3 2 4 3 3 2 3 2 3 4 3 2 3 2 2 4 3 2 3 3 3 2 2
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## [2850] 2 4 4 2 4 3 3 2 2 2 2 3 3 3 3 3 3 4 3 2 3
##
## Within cluster sum of squares by cluster:
## [1] 368717.0 562686.5 320013.5 682536.7
## (between_SS / total_SS = 76.7 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 10 :
## tot.withinss: 1933954
##
## Results for nstart = 50 :
## K-means clustering with 4 clusters of sizes 74, 1746, 761, 289
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          25.056588          95.743243          221.05297
## 2           5.532533           8.128866           15.92806
## 3          11.836407          29.561104           52.97485
## 4          16.849857          59.062284          113.66893
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           9.195324           0.1917935
## 2           3.384698           0.1457553
## 3           3.959407           0.1505239
## 4           5.768671           0.1472687
##
## Clustering vector:

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## [2850] 3 4 4 3 4 2 2 3 3 3 3 2 2 2 2 2 2 4 2 3 2
##
## Within cluster sum of squares by cluster:
## [1] 368717.0 320013.5 562686.5 682536.7
## (between_SS / total_SS = 76.7 %)
##
## Available components:
##
## [1] "cluster"      "centers"      "totss"        "withinss"     "tot.withinss"
## [6] "betweenss"    "size"         "iter"         "ifault"
##
## Results for nstart = 50 :
## tot.withinss: 1933954
##
## Results for nstart = 100 :
## K-means clustering with 4 clusters of sizes 74, 289, 1746, 761
##
## Cluster means:
##   new_data.Avg_Quantity new_data.Total_Quantity new_data.total_value
## 1          25.056588          95.743243          221.05297
## 2          16.849857          59.062284          113.66893
## 3           5.532533           8.128866           15.92806
## 4          11.836407          29.561104          52.97485
##   new_data.Avg_UnitPrice new_data.Avg_ReturnRate
## 1           9.195324           0.1917935
## 2           5.768671           0.1472687
## 3           3.384698           0.1457553
## 4           3.959407           0.1505239
##
## Clustering vector:
##   [1] 2 4 3 3 3 3 4 2 3 2 3 3 3 1 4 3 3 3 2 4 2 3 3 3 4 3 4 3 3 2 2 1 3 3 3 3
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## [1518] 3 4 3 3 3 3 3 3 4 4 4 3 3 3 3 3 3 4 3 3 2 3 3 3 3 3 4 2 3 3 3 3 3 3 4 3
4
## [1555] 4 4 3 3 4 4 3 3 3 3 3 4 3 4 1 2 3 3 3 4 4 4 3 3 3 2 3 4 3 3 4 3 2 3 2 3
3
## [1592] 4 3 3 4 3 3 3 2 3 3 3 3 3 1 3 3 2 3 2 3 4 3 4 4 3 4 4 3 3 3 1 3 3 3 4 3
4
## [1629] 2 3 4 4 2 3 2 4 3 3 3 1 3 2 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 2 3 3 3
3
## [1666] 3 3 4 3 1 3 3 4 4 3 3 3 3 2 2 3 1 3 3 4 3 2 3 3 3 3 2 4 3 2 3 4 4 3 3 3
4
## [1703] 4 3 4 4 3 3 4 3 3 3 3 1 3 2 4 4 1 2 3 4 4 3 3 3 3 4 4 1 2 2 3 4 4 3 3 4
3
## [1740] 2 2 4 2 4 4 4 3 2 3 2 3 3 3 4 2 3 3 3 3 3 4 2 4 4 4 3 3 3 2 4 3 3 3 3 3
3
## [1777] 3 3 3 4 1 2 3 4 3 4 2 2 4 3 3 4 2 3 3 3 3 4 3 3 4 4 3 4 3 3 3 3 3 3 3 3
3
## [1814] 4 3 3 3 3 2 3 3 3 3 3 3 4 4 2 3 3 3 3 2 4 3 3 4 3 3 3 4 4 3 3 2 3 2 4 3
3
## [1851] 3 3 3 4 4 3 3 3 3 3 3 4 3 2 4 4 3 3 3 4 4 3 2 4 3 3 3 3 3 1 4 3 2 3 3 4
4
## [1888] 2 2 3 1 3 3 3 3 3 3 3 4 4 4 4 3 2 3 3 3 3 3 4 3 3 3 4 3 4 4 3 3 2 3 4 3
3
## [1925] 4 3 2 3 3 4 3 4 3 4 3 3 3 3 2 3 3 2 3 4 4 3 4 2 2 3 3 4 3 3 3 3 4 4 4 4
3
## [1962] 3 3 3 3 3 4 3 3 3 1 3 4 3 3 4 4 3 2 3 4 1 3 3 3 3 4 3 3 3 3 3 4 3 3 3 4
3
## [1999] 3 1 1 3 3 2 3 3 2 4 4 4 4 3 3 3 2 4 3 3 4 3 4 4 4 4 3 4 1 3 3 3 3 4 4 3
3
## [2036] 3 3 3 3 3 3 3 3 3 4 3 2 3 3 3 2 3 2 3 3 4 3 3 3 4 2 3 4 3 3 3 3 4 3 3 1
4
## [2073] 3 4 4 4 3 3 4 4 3 3 3 3 3 2 4 4 2 2 3 2 3 4 3 2 3 3 4 4 3 3 3 4 3 3 4 3
3
## [2110] 3 2 3 3 3 3 4 4 3 3 4 3 3 4 4 1 3 2 3 3 3 3 4 3 3 4 3 4 3 3 3 3 3 3 4 2
4
```

```

## [2147] 3 4 4 3 4 4 3 3 3 4 3 3 4 3 3 3 3 3 3 3 4 3 3 3 3 4 4 4 4 3 3 3 3 3 3 3
4
## [2184] 3 3 3 3 3 3 4 4 3 3 4 3 2 3 3 3 3 3 3 2 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3
3
## [2221] 3 4 3 1 3 3 3 3 3 3 4 4 4 3 1 3 2 4 3 2 4 3 3 3 3 4 3 3 3 4 3 4 2 3 3 3
3
## [2258] 4 4 3 4 4 3 3 3 3 3 3 3 3 3 4 3 3 2 4 3 4 3 3 4 3 3 2 2 3 3 4 4 4 1 3 2
4
## [2295] 4 3 3 4 3 3 3 3 1 4 3 4 4 4 3 2 4 3 3 3 3 3 2 3 2 2 3 3 3 4 4 3 3 3 1 3
4
## [2332] 3 3 4 3 3 3 4 3 3 3 3 4 3 4 3 2 3 4 2 4 3 4 3 4 4 3 3 3 4 2 4 3 4 3 4 3
3
## [2369] 3 3 3 2 3 3 2 3 3 3 3 3 3 3 2 3 4 3 4 3 3 3 3 4 3 4 3 4 3 4 3 3 2 3 3 3
2
## [2406] 1 3 3 4 3 3 4 1 4 4 3 4 3 3 3 3 3 3 3 4 3 4 3 4 3 3 4 3 4 3 3 2 3 3 3 3
3
## [2443] 4 4 2 4 2 4 3 3 3 3 3 1 3 3 3 4 4 3 3 4 3 2 3 3 3 4 1 3 4 3 3 4 2 3 3 3
4
## [2480] 2 2 4 3 2 3 3 2 3 4 4 3 3 3 2 3 2 3 4 3 3 4 3 2 3 3 3 3 3 2 3 3 4 3 2 4
3
## [2517] 3 3 2 3 3 3 3 4 2 4 3 3 3 4 4 2 2 3 3 3 3 4 4 3 3 3 4 3 3 4 4 4 3 3 4 3
4
## [2554] 3 3 3 3 1 3 3 3 2 3 4 3 3 3 4 3 4 4 3 3 3 3 3 3 4 4 3 3 3 3 3 3 3 3 2 3
2
## [2591] 3 3 3 2 3 3 4 3 4 3 3 3 4 3 3 3 4 3 3 3 3 3 3 3 4 1 3 3 4 3 4 4 2 3 3 4
3
## [2628] 4 4 2 4 3 2 3 4 4 4 4 4 3 3 2 3 2 3 3 2 4 4 4 3 3 3 2 1 4 3 4 2 3 3 4 2
4
## [2665] 4 3 4 4 3 3 4 1 2 4 3 3 4 3 3 3 3 1 3 3 2 3 4 3 3 2 4 3 3 3 3 4 4 3 3 3
4
## [2702] 3 3 3 3 3 3 4 3 3 2 3 2 3 3 3 3 3 3 4 3 3 3 4 2 3 3 3 2 2 3 4 3 4 4 3 2 3
3
## [2739] 3 3 4 3 3 3 3 3 3 3 3 3 3 4 3 3 3 4 2 4 3 3 4 3 3 4 3 3 4 4 3 3 3 3 4 3
3
## [2776] 3 4 3 2 3 4 3 2 3 4 3 4 3 3 3 4 3 3 3 3 4 4 3 3 3 3 2 3 3 3 2 4 3 4 3 4
3
## [2813] 3 3 3 2 4 4 4 4 3 3 3 3 3 1 3 3 1 3 4 4 3 3 3 3 3 3 3 3 3 3 3 3 3 3 4
4
## [2850] 4 2 2 4 2 3 3 4 4 4 4 3 3 3 3 3 3 2 3 4 3
##
## Within cluster sum of squares by cluster:
## [1] 368717.0 682536.7 320013.5 562686.5
## (between_SS / total_SS = 76.7 %)
##
## Available components:
##
## [1] "cluster"          "centers"          "totss"            "withinss"         "tot.withinss"
## [6] "betweenss"       "size"             "iter"             "ifault"
##
## Results for nstart = 100 :

```



```
## tot.withinss: 1933954
```

```
optimal_clusters_complete <- 8
optimal_clusters_single <- 6
optimal_clusters_centroid <- 5
optimal_clusters_average <- 4

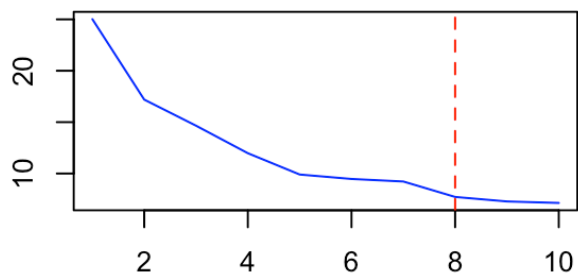
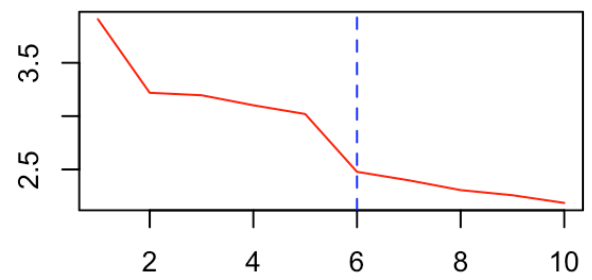
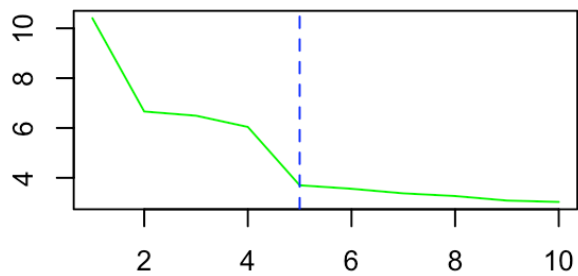
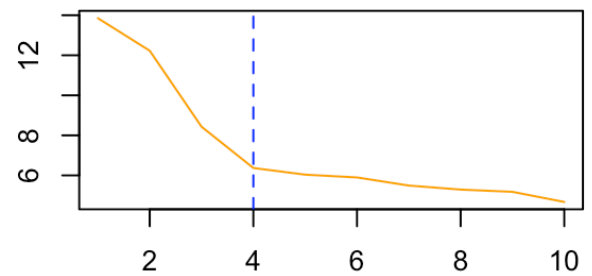
# Create elbow plots
par(mfrow=c(2,2))

# elbow plot for "complete"
y <- sort(hclust$height, decreasing = TRUE)[1:10]
plot(x, y, type = "l", col = "blue", main = "Method: Complete", xlab = "", ylab =
"")
abline(v = optimal_clusters_complete, col = "red", lty = 2)

# elbow plot for "single"
y1 <- sort(hclust1$height, decreasing = TRUE)[1:10]
plot(x, y1, type = "l", col = "red", main = "Method: Single", xlab = "", ylab = ""
)
abline(v = optimal_clusters_single, col = "blue", lty = 2)

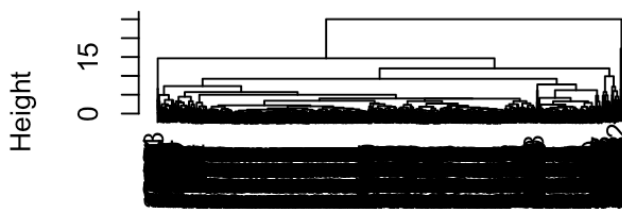
# elbow plot for "centroid"
y2 <- sort(hclust2$height, decreasing = TRUE)[1:10]
plot(x, y2, type = "l", col = "green", main = "Method: Centroid", xlab = "", ylab
= "")
abline(v = optimal_clusters_centroid, col = "blue", lty = 2)

# elbow plot for "average"
y3 <- sort(hclust3$height, decreasing = TRUE)[1:10]
plot(x, y3, type = "l", col = "orange", main = "Method: Average", xlab = "", ylab
= "")
abline(v = optimal_clusters_average, col = "blue", lty = 2)
```

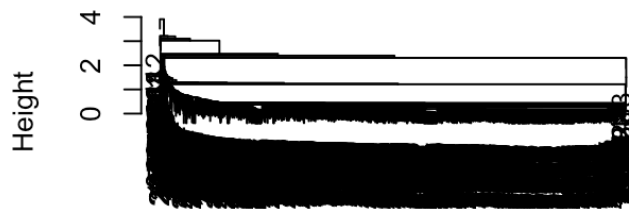
**Method: Complete****Method: Single****Method: Centroid****Method: Average**

```
#endogram  
plot(hclust)  
plot(hclust1)  
plot(hclust2)  
plot(hclust3)
```

Cluster Dendrogram

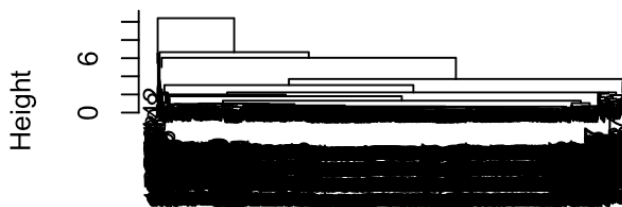


Cluster Dendrogram

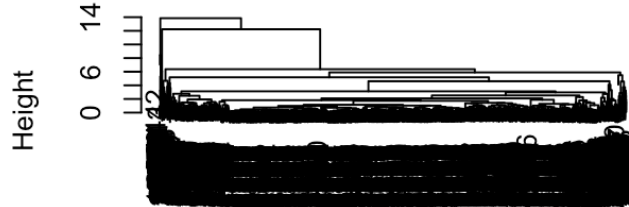


```
(scale(cbind(new_data$Avg_Quantity, new_data$Total_C(
ita$total_value, new_data$Avg_UnitPrice), new_data$Avg
ita$total_value, new_data$Avg_UnitPrice, new_data$Avg
```

Cluster Dendrogram



Cluster Dendrogram



```
(scale(cbind(new_data$Avg_Quantity, new_data$Total_C(
ita$total_value, new_data$Avg_UnitPrice), new_data$Avg
ita$total_value, new_data$Avg_UnitPrice, new_data$Avg
```

```
## Kmeans
```

```
##final k mean selection ---
```

```
seg_kmeans_final <- kmeans(x = data.frame(new_data$Avg_Quantity, new_data$Total_Qu
antity, new_data$total_value, new_data$Avg_UnitPrice, new_data$Avg_ReturnRate), ce
nters = 6, nstart = 50)
seg_kmeans_final$tot.withinss
```

```
## [1] 1477079
```

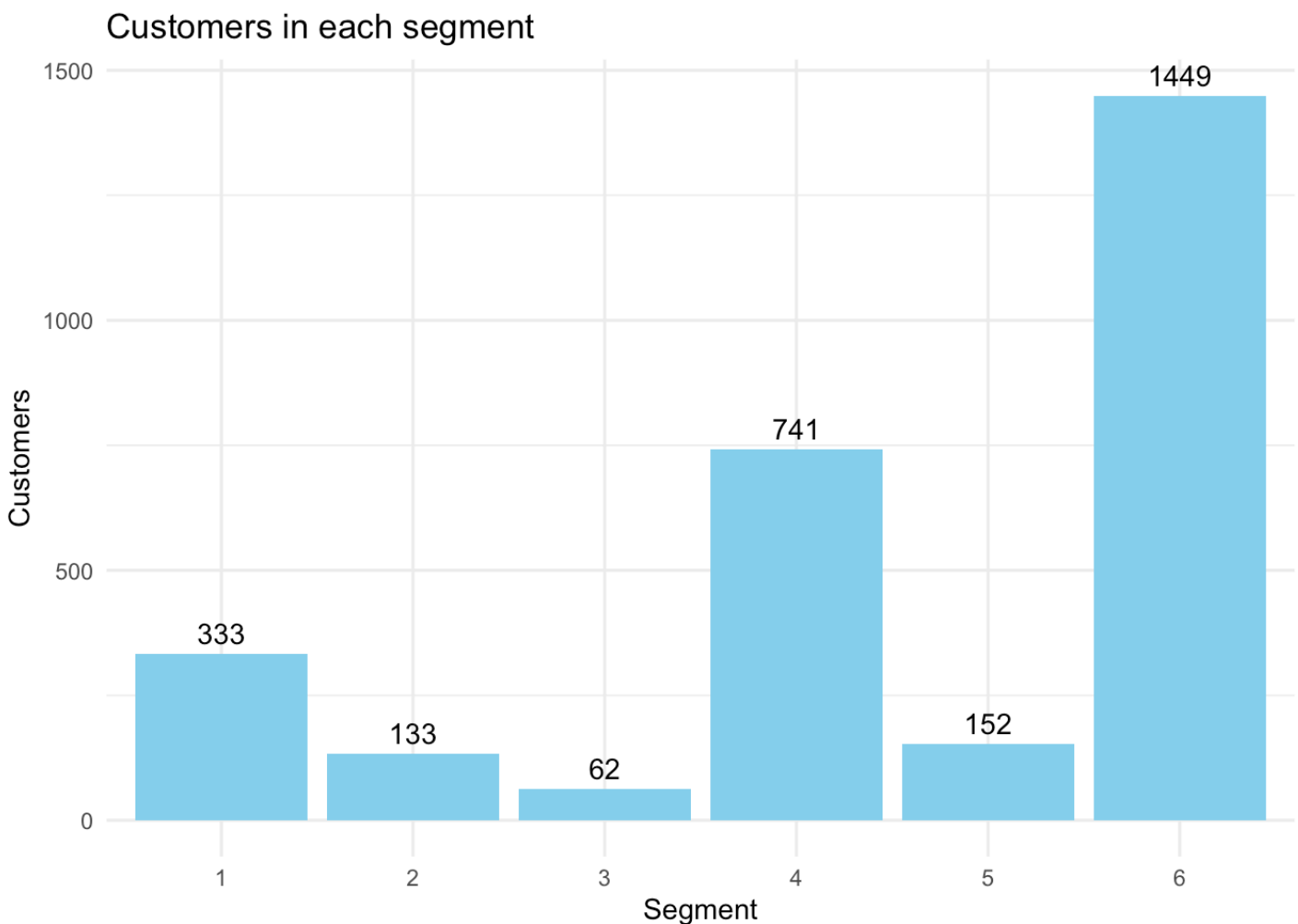
```
segment <- seg_kmeans_final$cluster
segmentation <- cbind(new_data, segment)
table(segmentation$segment)
```

```
##
##      1      2      3      4      5      6
## 333  133   62  741  152 1449
```

```
#visualize the segments
segment_counts <- table(segmentation$segment)
segment_data <- as.data.frame(segment_counts)

names(segment_data) <- c("Segment", "Count")

# Create bar plot
ggplot(segment_data, aes(x = Segment, y = Count)) +
  geom_bar(stat = "identity", fill = "skyblue") +
  geom_text(aes(label = Count), vjust = -0.5) +
  labs(title = "Customers in each segment", x = "Segment", y = "Customers") +
  theme_minimal()
```



```
library(cluster)
library(factoextra)

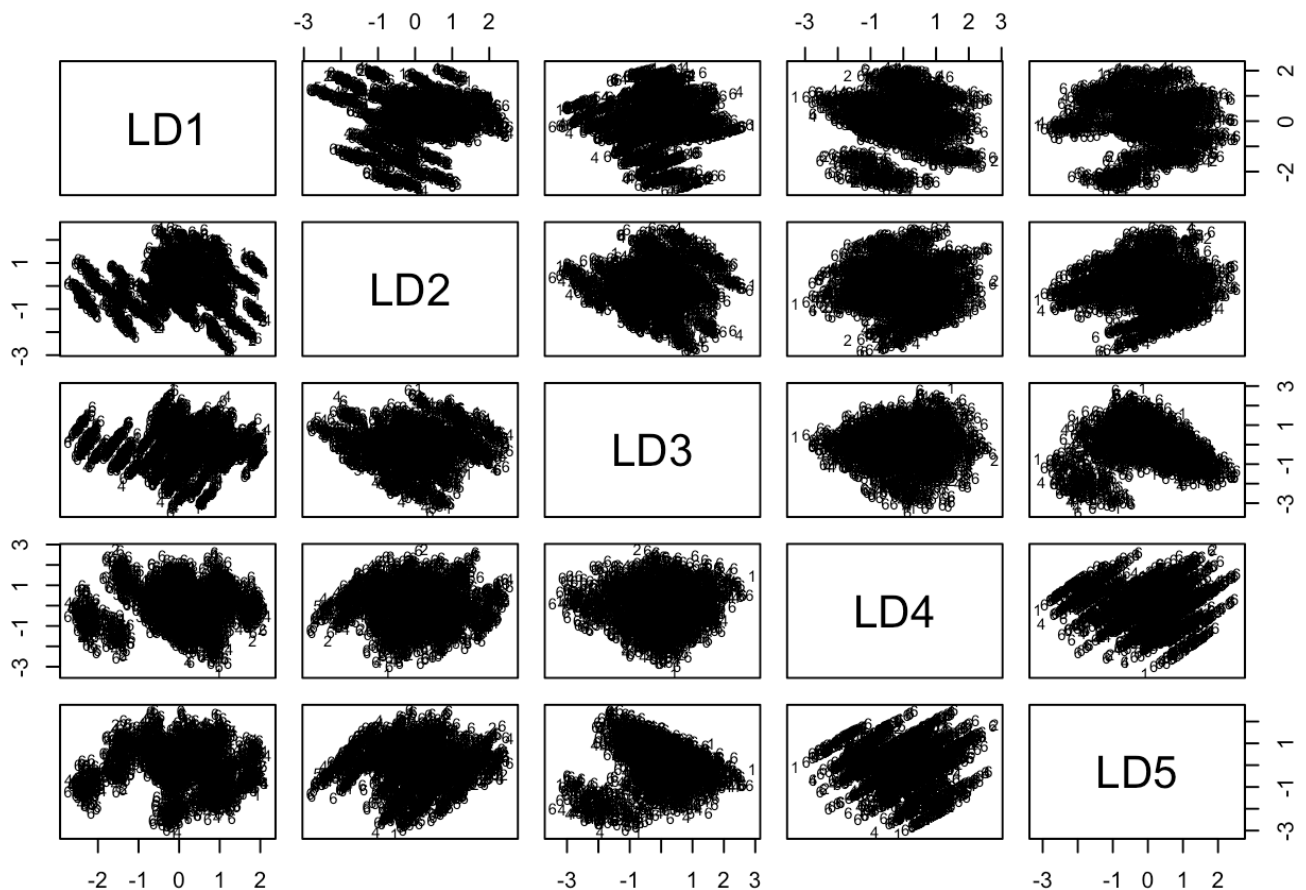
new_data_numeric <- new_data[sapply(new_data, is.numeric)]

# clusters visualization
fviz_cluster(seg_kmeans_final, new_data_numeric,
              ggtheme = theme_minimal())
```



```
segmentation$Work <- as.factor(segmentation$Work)
segmentation$segment <- as.factor(segmentation$segment)

fit <- lda(segment ~ Married + Age + Income + Education + Work , data = segmentation)
plot(fit)
```



```
ldapred <- predict(fit, segmentation)

ld <- ldapred$x

anova(lm(ld[,1]~segmentation$segment))
```

	Df <int>	Sum Sq <dbl>	Mean Sq <dbl>	F value <dbl>	Pr(>F) <dbl>
segmentation\$segment	5	21.03867	4.207734	4.207734	0.0008197218
Residuals	2864	2864.00000	1.000000	NA	NA
2 rows					

```
anova(lm(ld[,2]~segmentation$segment))
```

	Df <int>	Sum Sq <dbl>	Mean Sq <dbl>	F value <dbl>	Pr(>F) <dbl>
segmentation\$segment	5	19.57101	3.914202	3.914202	0.001540761

Residuals	2864	2864.00000	1.000000	NA	NA
-----------	------	------------	----------	----	----

2 rows

```
anova(lm(ld[,3]~segmentation$segment))
```

	<b>Df</b> <int>	<b>Sum Sq</b> <dbl>	<b>Mean Sq</b> <dbl>	<b>F value</b> <dbl>	<b>Pr(&gt;F)</b> <dbl>
segmentation\$segment	5	8.567743	1.713549	1.713549	0.1279808
Residuals	2864	2864.000000	1.000000	NA	NA

2 rows

```
anova(lm(ld[,4]~segmentation$segment))
```

	<b>Df</b> <int>	<b>Sum Sq</b> <dbl>	<b>Mean Sq</b> <dbl>	<b>F value</b> <dbl>	<b>Pr(&gt;F)</b> <dbl>
segmentation\$segment	5	7.026431	1.405286	1.405286	0.2190462
Residuals	2864	2864.000000	1.000000	NA	NA

2 rows

```
anova(lm(ld[,5]~segmentation$segment))
```

	<b>Df</b> <int>	<b>Sum Sq</b> <dbl>	<b>Mean Sq</b> <dbl>	<b>F value</b> <dbl>	<b>Pr(&gt;F)</b> <dbl>
segmentation\$segment	5	4.292582	0.8585163	0.8585163	0.5082389
Residuals	2864	2864.000000	1.0000000	NA	NA

2 rows

```
pred.seg <- predict(fit)$class
```

```
cf<- table(segmentation$segment, ldapred$class)  
cf
```

```
##
##      1      2      3      4      5      6
##  1      0      0      0      0      0  333
##  2      0      0      0      0      0  133
##  3      0      0      0      0      0   62
##  4      0      0      0      0      0  741
##  5      0      0      0      0      0  152
##  6      0      0      0      0      0 1449
```

```
#overall accuracy of the predicting model
sum(diag(cf))/nrow(segmentation)
```

```
## [1] 0.504878
```

## RFM analysis

```
data <- data %>%
  mutate(revenue = Quantity * UnitPrice)

rfm <- data

data2 <- data %>%
  filter(!is.na(CustomerID))

rfm <- data %>%
  group_by(CustomerID) %>%
  summarise(
    revenue = sum(revenue),
    number_of_orders = n_distinct(InvoiceNo),
    recency_days = round(as.numeric(difftime(as.POSIXct("2021-11-24 17:06:00 UTC",
format = "%Y-%m-%d %H:%M:%S", tz = "UTC"), max(InvoiceDate), units = "days"))),
    purchase = 1,
    zip_code = get_mode(ZipCode))

groups <- 5

## 5.3 Run RFM Analysis with Independent Sort
rfm$recency_score_indep <- ntile(rfm$recency_days*-1, groups)
rfm$frequency_score_indep <- ntile(rfm$number_of_orders, groups)
rfm$monetary_score_indep <- ntile(rfm$revenue, groups)
rfm$rfm_score_indep <- paste(rfm$recency_score_indep*100 + rfm$frequency_score_indep * 10 + rfm$monetary_score_indep)
rfm$recency_score_seq <- ntile(rfm$recency_days*-1, groups)
r_groups <- NULL; rf_groups <- NULL; temp <- NULL ## Initialize empty matrices

for (r in 1:groups) {
  r_groups[[r]] <- filter(rfm, rfm$recency_score_seq == r)
```



```

r_groups[[r]]$frequency_score_seq <- ntile(r_groups[[r]]$number_of_orders, groups)
}
for (m in 1:groups) {
  rf_groups[[m]] <- filter(r_groups[[r]], r_groups[[r]]$frequency_score_seq == m)
}
rf_groups[[m]]$monetary_score_seq <- ntile(rf_groups[[m]]$revenue, groups)
temp <- bind_rows(temp, rf_groups[[m]])
}
}

rfm_result <- temp[order(temp$CustomerID),]
rfm_result$rfm_score_seq <- paste(rfm_result$recency_score_seq*100 + rfm_result$frequency_score_seq * 10 + rfm_result$monetary_score_seq)

## Export RFM Results with Independent and Sequential Sort
write.csv(rfm_result, "Q:/Marketing Analytics/rfm_results.csv", row.names = FALSE)
) ## Name file rfm_result.csv

rfm_result <- data.frame(rfm_result)

##customer segmentation for rfm results
rfm_result <- rfm_result %>%
  mutate(
    Segment2 = case_when(
      recency_score_seq <= 2 & frequency_score_seq >= 4 & monetary_score_seq >= 4
~ "Champions",          # Best customers
      recency_score_seq <= 3 & frequency_score_seq >= 3 & monetary_score_seq >= 3
~ "Loyal Customers",    # Consistently good customers
      recency_score_seq <= 2 & frequency_score_seq <= 3 & monetary_score_seq <= 3
~ "Potential Loyalist", # Newer customers with potential
      recency_score_seq >= 4 & frequency_score_seq >= 3 & monetary_score_seq >= 3
~ "At Risk",            # Good customers at risk of leaving
      recency_score_seq == 1 & frequency_score_seq <= 2 & monetary_score_seq <= 2
~ "New Customers",      # Newest customers
      recency_score_seq <= 3 & frequency_score_seq == 2 & monetary_score_seq == 2
~ "Promising",          # Showing potential but needs nurturing
      recency_score_seq >= 4 & frequency_score_seq <= 2 & monetary_score_seq >= 2
~ "Hibernating",        # Low engagement but still spending
      frequency_score_seq >= 4 & monetary_score_seq <= 2 ~ "Price Sensitive",
# Frequent but low spending
      TRUE ~ "Others"
    )
  )

# Catch-all for any that don't fit above categories

#join rfm table and segmentation table
join <- inner_join(rfm_result, segmentation, by = "CustomerID")

```

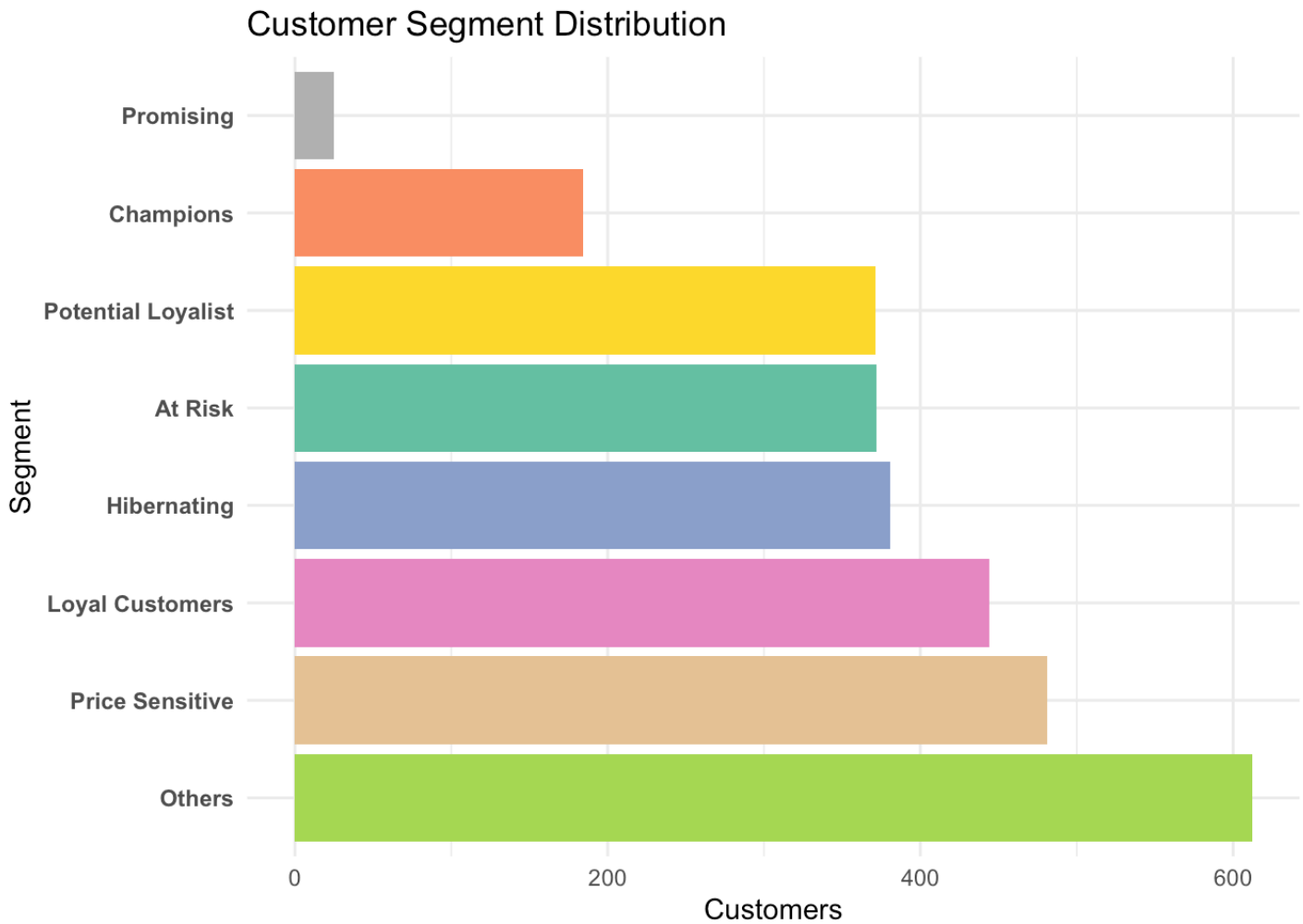
```
segment_counts <- join %>%
  group_by(Segment2) %>%
  summarise(Count = n())

print(segment_counts)
```

```
## # A tibble: 8 × 2
##   Segment2      Count
##   <chr>      <int>
## 1 At Risk      372
## 2 Champions    184
## 3 Hibernating  381
## 4 Loyal Customers 444
## 5 Others      612
## 6 Potential Loyalist 371
## 7 Price Sensitive 481
## 8 Promising     25
```

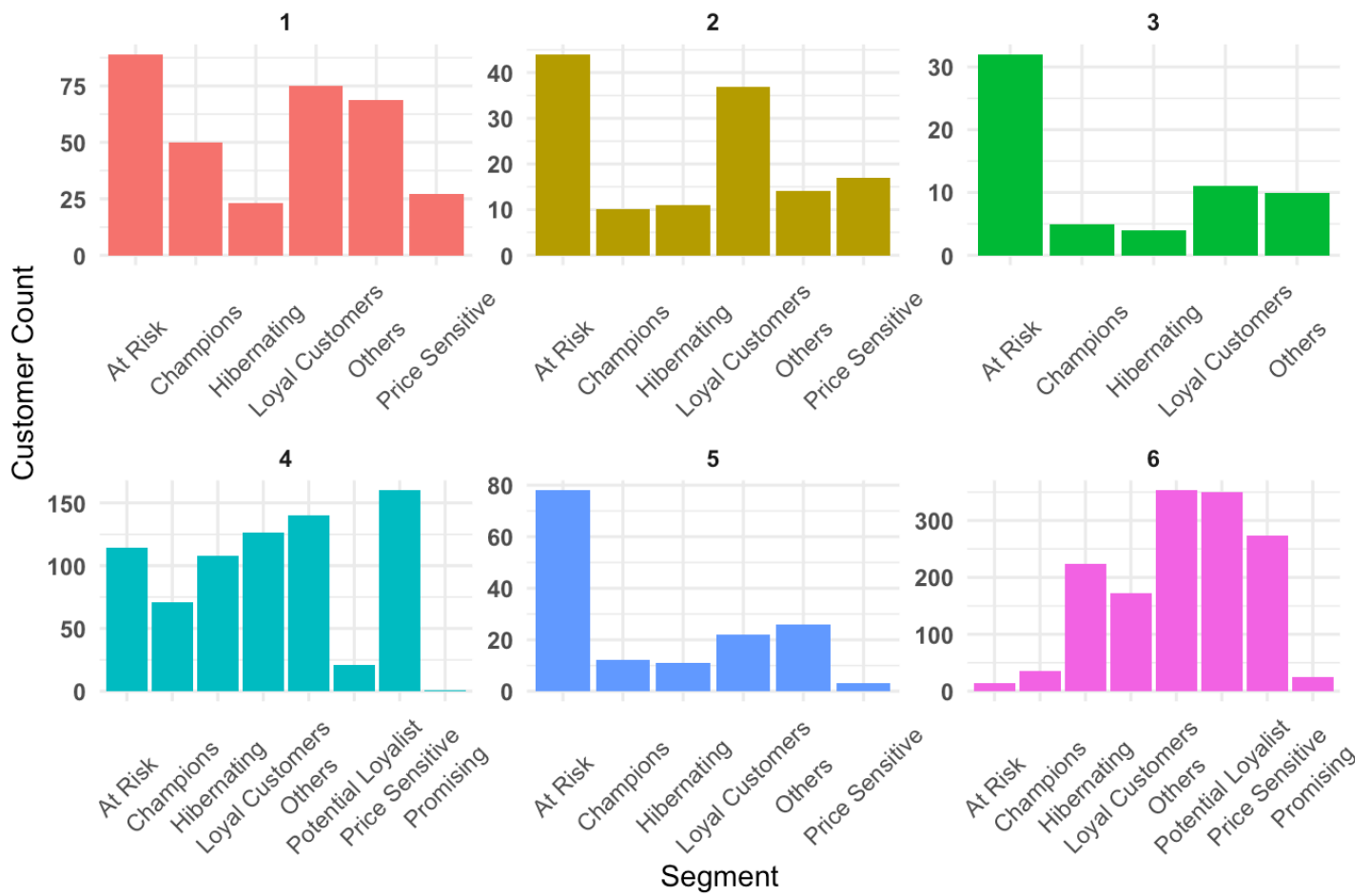
```
library(ggplot2)
```

```
#bar plot of customer segmentation with RFM
ggplot(segment_counts, aes(x = reorder(Segment2, -Count), y = Count, fill = Segment2)) +
  geom_bar(stat = "identity", show.legend = FALSE) +
  theme_minimal() +
  labs(x = "Segment", y = "Customers", title = "Customer Segment Distribution") +
  coord_flip() +
  scale_fill_brewer(palette = "Set2") +
  theme(
    axis.text.y = element_text(face = "bold")
  )
```



```
#bar plot of customer combining both types of segmentation done
ggplot(join, aes(x = Segment2, fill = segment)) +
  geom_bar(show.legend = FALSE) +
  theme_minimal() +
  labs(x = "Segment", y = "Customer Count", title = "Customer Distribution by previous Segments") +
  facet_wrap(~ segment, scales = "free") +
  theme(
    strip.text = element_text(face = "bold"),
    axis.text.y = element_text(face = "bold"),
    axis.text.x = element_text(angle = 45, vjust = 0.5)
  )
```

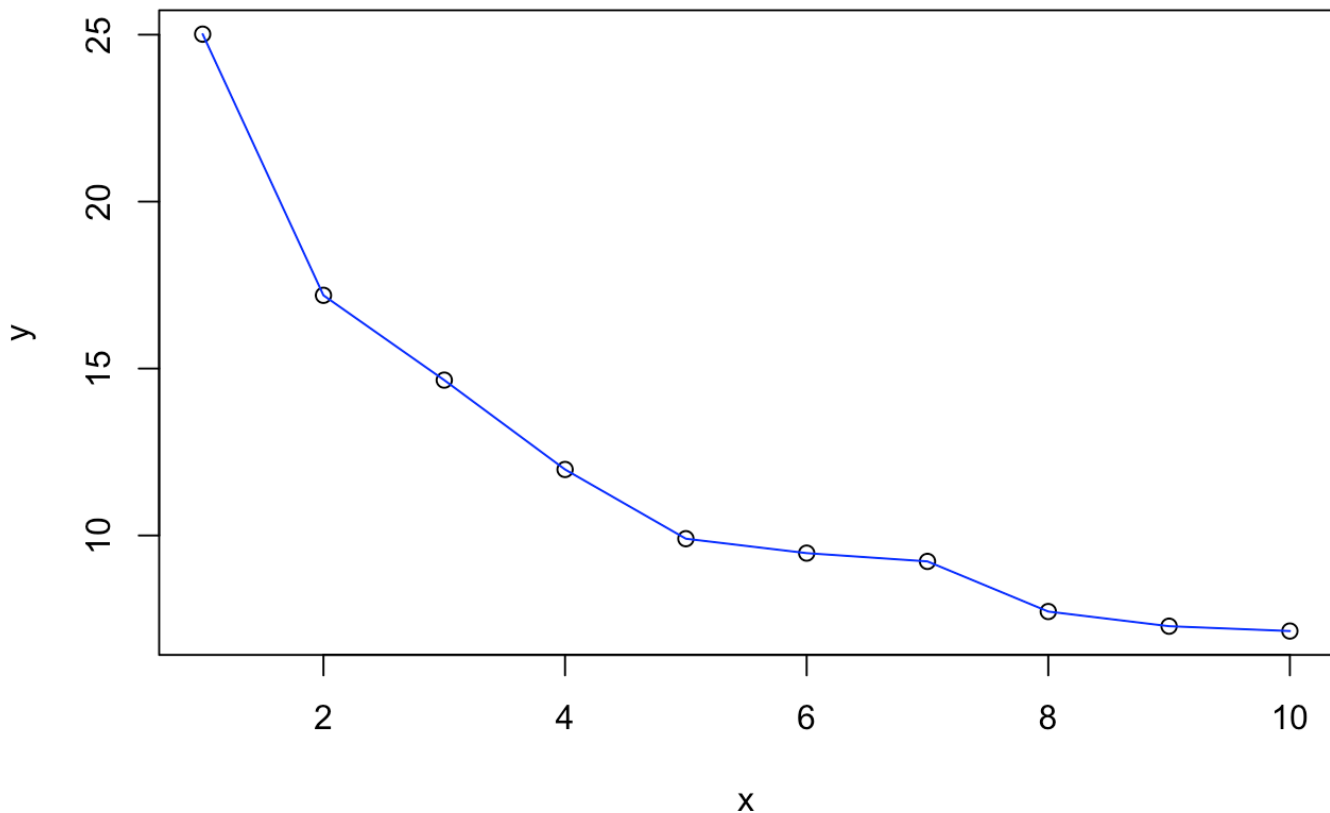
## Customer Distribution by previous Segments



## Kmeans based on RFM results

```
hclust4 <- hclust(dist(scale(cbind(rfm_result$recency_score_seq, rfm_result$frequency_score_seq, rfm_result$monetary_score_seq))), method = "complete")

y <- sort(hclust$height, decreasing = TRUE)[1:10]
plot(x,y); lines(x,y, col= "blue")
```



```
kmeans_rfm <- kmeans(x = data.frame(rfm_result$recency_score_seq, rfm_result$frequency_score_seq, rfm_result$monetary_score_seq), centers = 8, nstart = 50)

segmentrfm <- kmeans_rfm$cluster
segmentationrfm <- cbind(rfm_result, segmentrfm)
segment_countsrfm <- table(segmentationrfm$segmentrfm)

segment_datarfm <- as.data.frame(segment_countsrfm)

names(segment_datarfm) <- c("Segment", "Count")

ggplot(segment_datarfm, aes(x = Segment, y = Count)) +
  geom_bar(stat = "identity", fill = "skyblue") +
  geom_text(aes(label = Count), vjust = 0) + # Añadir etiquetas de conteo encima de las barras
  labs(title = "Customers in each segment", x = "Segment", y = "Customers") +
  theme_minimal()
```

