



Call Centre Customer Retention Dashboard

Tenure



Gender

- ☐ Female
☐ Male

Dependants

- ☐ No
☐ Yes

Partner

- ☐ No
☐ Yes

Age Group

- ☐ Old
☐ Young

Total Customers

7043

Customers Lost

1869

Retained Rate

73%

Churn Rate

27%

Yearly Charges

16M

Monthly Charges

456K

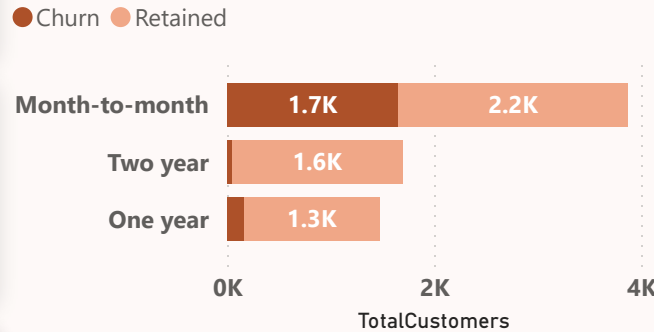
Senior Citizens

1142

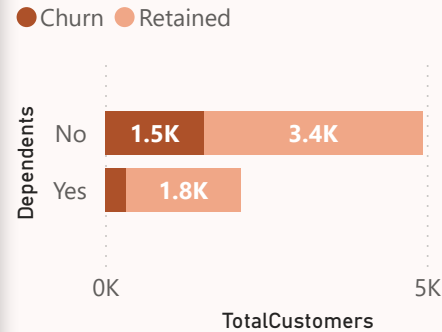
Non-Seniors

5901

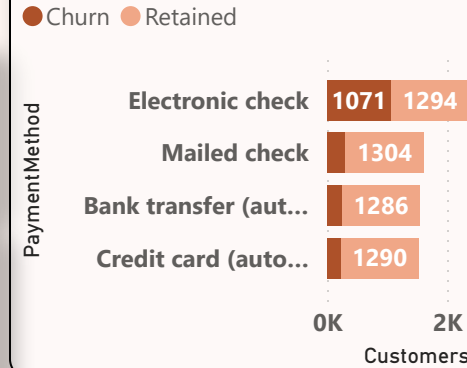
Customers by Contract



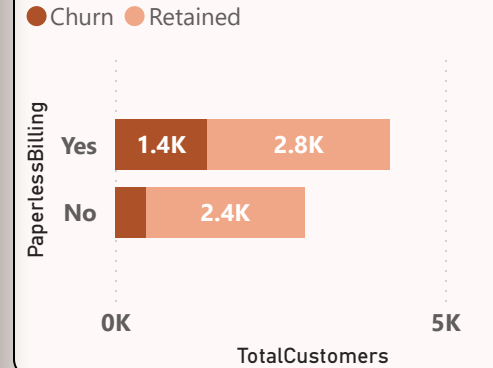
Customer's Dependence



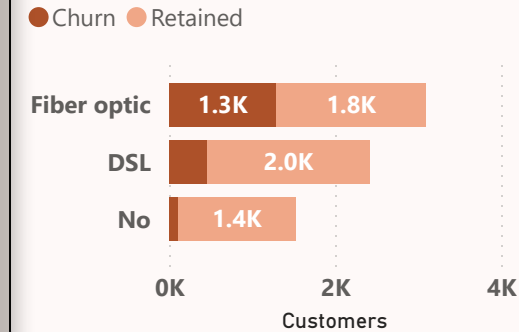
Customer by Payment type



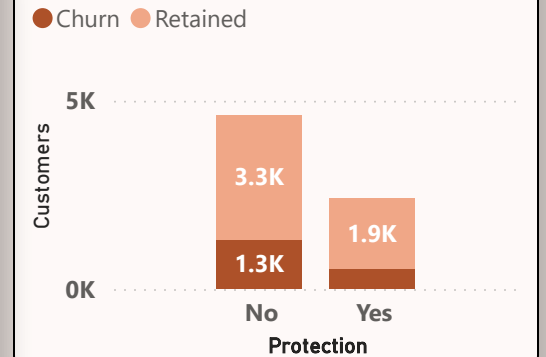
Customers by Paperless Billing



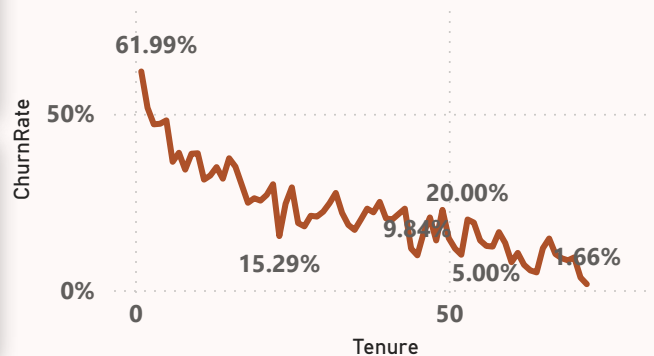
Customers by Internet Service



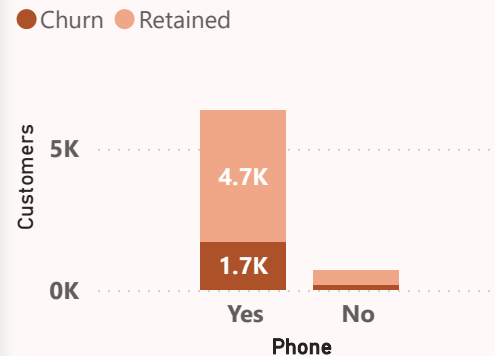
Customers by Device Protection



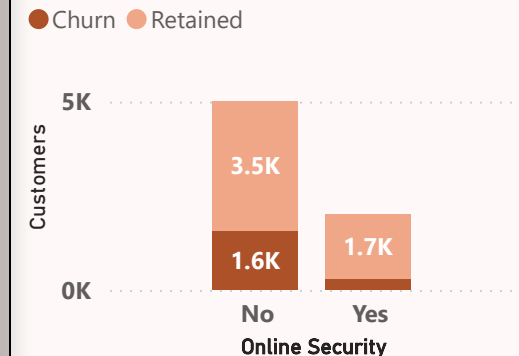
Customer Churn Rate by Month



Customers by Phone Service



Customers by Online Security



Customers by Online Backup

