

Welcome to PhoneNow

Click on the items below to drill into the analytics

Key Performance Indicators

- 1) Increase tech support capacity for Fiber Optic customers and lower tech tickets per customer to 0.5
- 2) Increase sale of 1 and 2 year contracts by 5% each
- 3) Yearly increase of automatic payments by 5%

Churn Dashboard



- Demographics
- Customer Account Information
- Services

Customer Risk Analysis



- internet service
- type of contract
- payment method



Churn Dashboard

This dashboard has a filter with churn = "yes"

1869

Customers at risk

2173

of Tech Tickets

885

of Admin Tickets

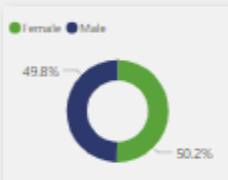
\$2.86M

Yearly Charges

\$139.13K

Monthly Charges

Demographics



25%

Senior-Citizen

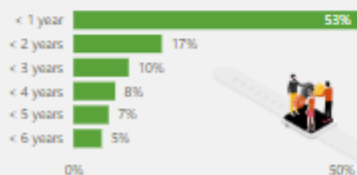
36%

Partner

17%

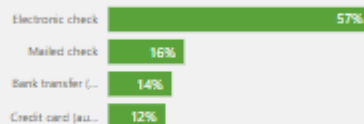
Dependents

Subscription time



Customer account information

Payment method



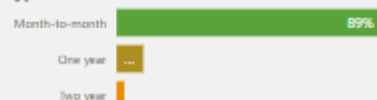
Paperless billing



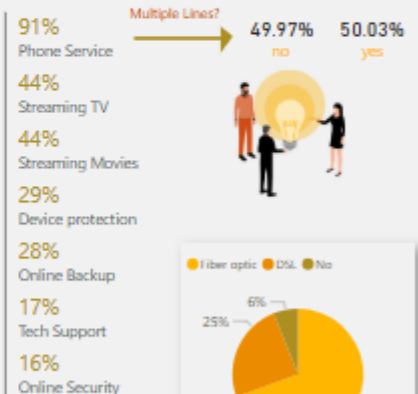
Average charges

\$74.44
Monthly
\$1,531.80
Total

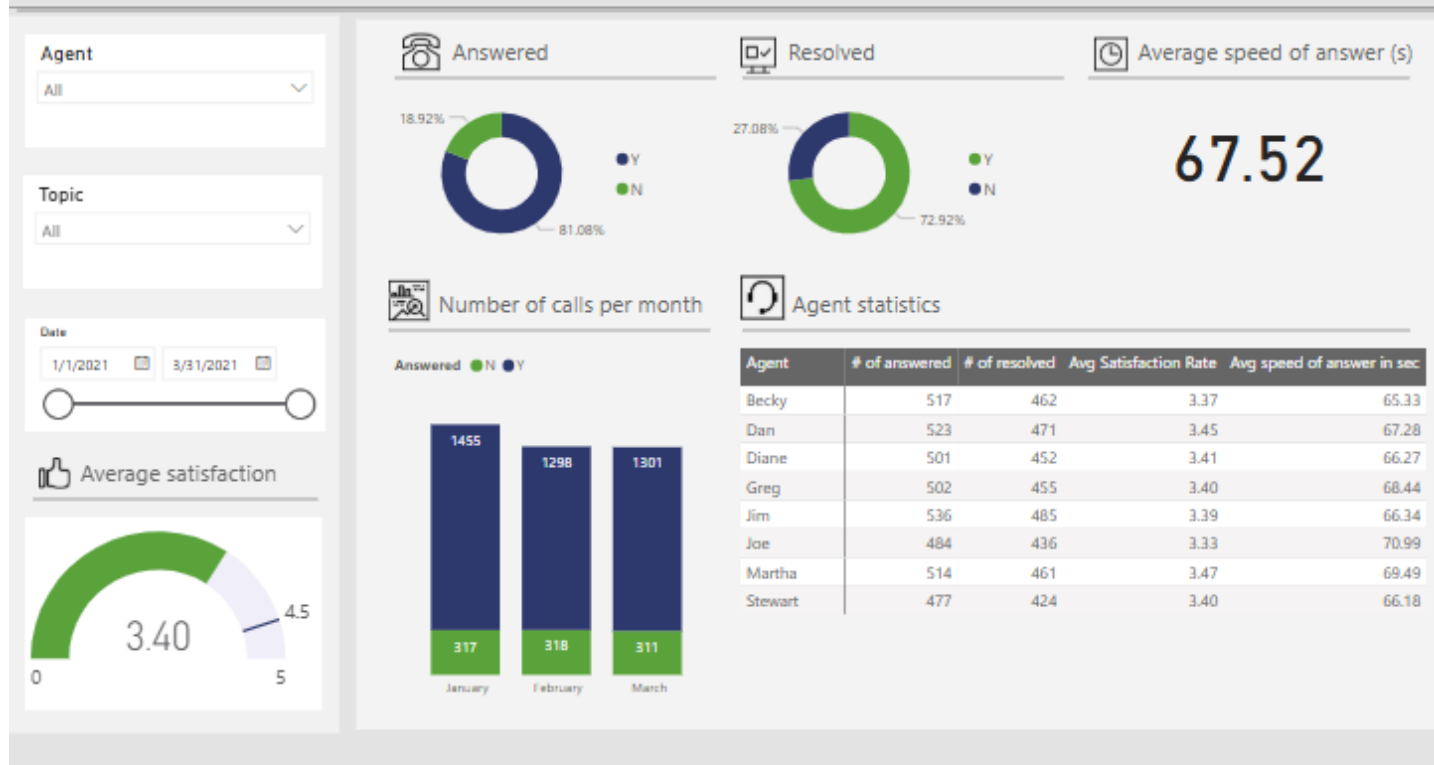
Type of contract



Services customers signed up for



Call Center



Customer Risk Analysis

