

CUSTOMER RETENTION DASHBOARD



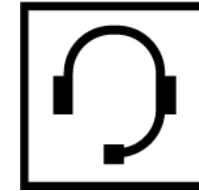
CHURN DASHBOARD



- > DEMOGRAPHICS
- > CUSTOMER ACCOUNT INFORMATION
- > SERVICES



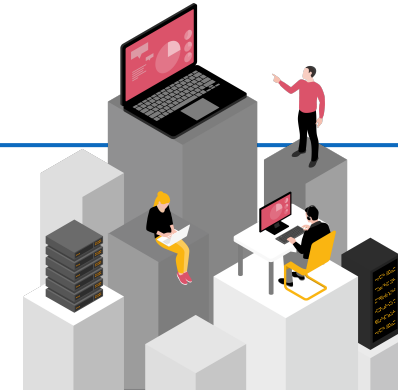
CUSTOMER RISK ANALYSIS DASHBOARD



- > INTERNET SERVICE
- > TYPE OF CONTRACT
- > PAYMENT METHOD



CHURN DASHBOARD



1869

customer at risk

885

AdminTickets

2173

TechTickets

1869

customer at risk

\$3M

TotalCharges

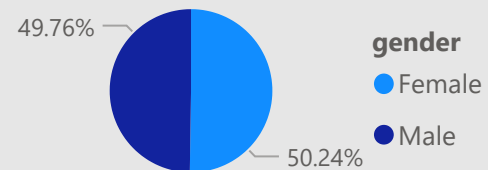
\$140K

MonthlyCharges



DEMOGRAPHICS

Count of gender by gender



0.25

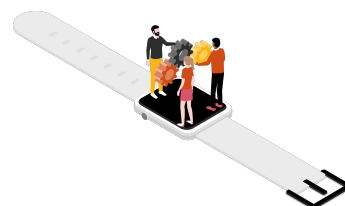
SeniorCitizen

0.17

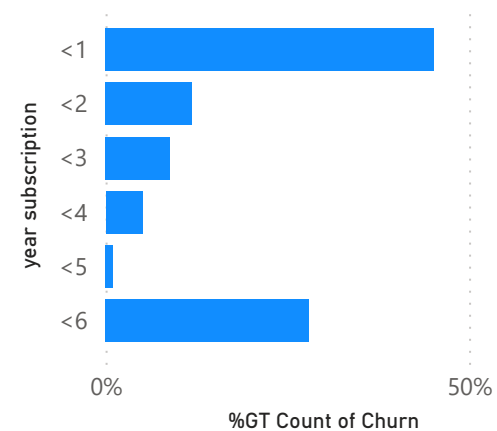
Dependents in %

0.36

Partner in %

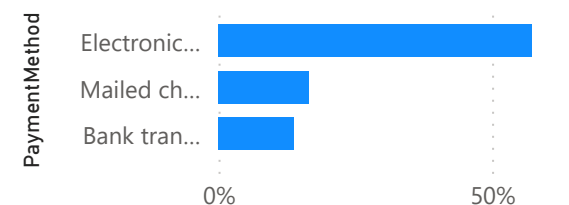


%GT Count of Churn by year subscription

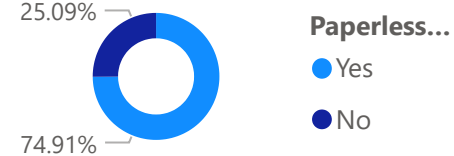


CUSTOMERS ACCOUNT INFO

PAYEMNT METHOD

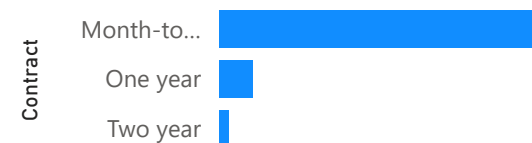


PaperlessBilling



\$74.92
MonthlyCharges
\$1,532.28
TotalCharges

%GT Count of Contract by Contract



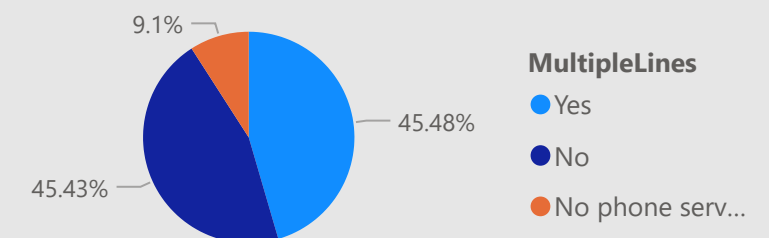
SERVICES CUSTOMER SIGNED UP

0.17
Tech support
0.44
StreamingTv
0.44
StreamingMovies
90.90%
PhoneService
0.28
OnlineBackup

MULTIPLE LINES



Count of MultipleLines by MultipleLines





Customer Risk Analysis



Churn



☐ No

☐ Yes

InternetService



☐ DSL

☐ Fiber optic

☐ No

tenure



0

72



Contract



☐ Month-to-month

☐ One year

☐ Two year

7043

Total Customer

count of churn for yes and Count
of customerID



\$16M

TotalCharges

3632

numAdminTickets

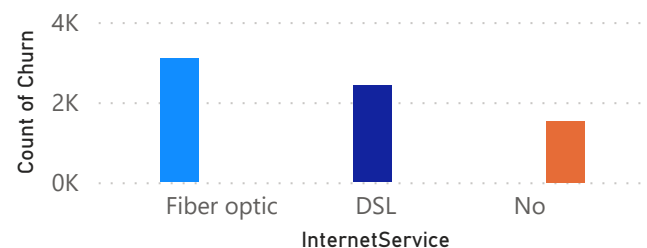
2955

numTechTickets

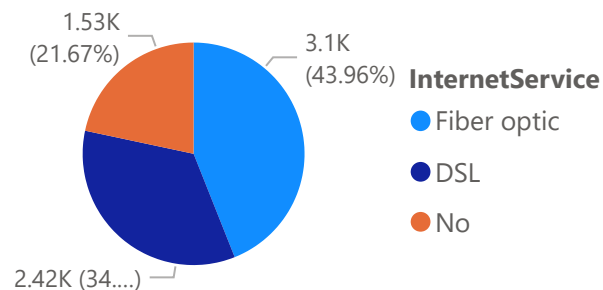


CHURN BY TYPE OF INTERNET SERVICE

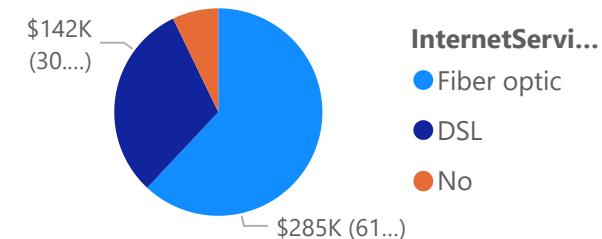
InternetSer... Fiber optic DSL No



CUSTOMERS BY INTERNET SERVICE

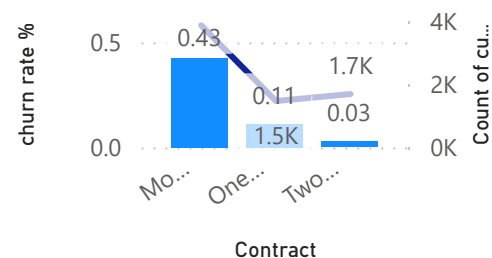


SUM OF MONTHLY CHARGES



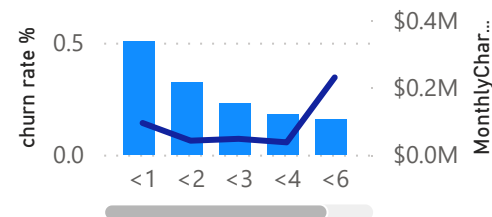
churn rate % and Count of
customerID by Contract

churn rate % Count of customerID



churn rate % and
MonthlyCharges by year
subscription

churn rate % MonthlyCharges



churn rate % and MonthlyCharges by
PaymentMethod

churn rate % MonthlyCharges

