

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

Ans: - Total Time Spent on Website:

Positive contribution

Higher the time spent on the website, higher the possibility of the lead converting to a customer

Sales team should focus on such leads

-Lead Source_Reference:

Positive contribution

If the source of the lead is a Reference, then there is a higher probability that the lead would convert, as the referrals not only provide for cashbacks but also assurances from current users and friends who will mostly be trusted.

-What is your current occupation_Student

Negative contribution

If the lead is already a student, chances are they will not take up another course which is designed for working professionals.

Sales team should not focus on such leads

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: Lead Source_Reference

Lead Source_Social Media

Lead Source_Olark Chat

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: Target leads that spend a lot of time on X-Education site (Total Time Spent on Website)

Target leads that repeatedly visit the site. However they might be repeatedly visiting to compare courses from the other sites, as the number of visits might be for that reason. So the interns should be a bit more aggressive and should ensure competitive points where X-Education is better as are strongly highlighted

Target leads that have come through References as they have a higher probability of converting

Students can be approached, but they will have a lower probability of converting due to the course being industry based. However, this can also be a motivating factor to ensure

readiness by the time they complete their education

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: Do not focus on unemployed leads. They might not a budget to spend on the course
Do not focus on student, they are already studying and would not be willing to enroll into a course specially designed for working professionals, so early in the tenure