# **Integrated project 2**

## **Project description**

In this project I, as a worker for a food startup company, am going to investigate user behavior for the company app. My analysis will have two main goals:

- 1. Investigate user behavior, study user funnel, find out how users reach the purchase stage, how many users actually make it to this stage and how many get stuck at previous stages.
- 2. Analyse results of A/A/B test, that was conducted to find out if changing app fonts can increase conversion.

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# **Step 1. Data Preprocessing**

```
In [1]: #load libraries
        import matplotlib.pyplot as plt
        import matplotlib as mpl
        import re
        import numpy as np
        import pandas as pd
        import seaborn as sns
        import math as mth
        import warnings; warnings.simplefilter('ignore')
        import plotly.express as px
        !pip install -q usaddress
        import usaddress
        from functools import reduce
        from math import factorial
        from scipy import stats as st
        from statistics import mean
        from IPython.display import display
        from plotly import graph_objects as go
        pd.set_option('display.max_columns', 500)
```

```
logs = pd.read_csv('./logs_exp_us.csv', sep="\t") #for platform
         #logs = pd.read_csv('logs_exp_us.csv', sep="\t") #for local use local
         logs.sample(10)
Out[2]:
                                             DeviceIDHash EventTimestamp Expld
                            EventName
          48259
                      MainScreenAppear
                                       436679880444653381
                                                              1564735147
                                                                          248
          59581
                      MainScreenAppear 3579460024691788772
                                                              1564754291
                                                                          248
          24171
                       CartScreenAppear
                                      5547467181852761286
                                                              1564669938
                                                                           246
          24616
                       CartScreenAppear
                                      2555214839587509656
                                                              1564670524
                                                                          248
           5506
                      MainScreenAppear
                                      1453298361789539604
                                                              1564637314
                                                                          247
          233811
                                       378761015309962378
                      MainScreenAppear
                                                              1565191239
                                                                          248
          32470
                                      4972984422817814446
                                                              1564681790
                                                                          246
                      MainScreenAppear
          78781
                      MainScreenAppear
                                      7272615589134403622
                                                              1564815483
                                                                          247
          24750 PaymentScreenSuccessful
                                       596478621289313372
                                                              1564670703
                                                                          247
          10967
                      MainScreenAppear 8120185919191035504
                                                              1564649400
                                                                          246
In [3]:
        #rename columns
         logs.columns = ['event', 'uid', 'timestamp', 'expid']
In [4]: | logs.info()
         display(logs.describe(include="all"))
         <class 'pandas.core.frame.DataFrame'>
         RangeIndex: 244126 entries, 0 to 244125
         Data columns (total 4 columns):
                         Non-Null Count
              Column
                                           Dtype
          0
              event
                          244126 non-null object
                          244126 non-null int64
          1
              uid
              timestamp 244126 non-null int64
          2
              expid
                         244126 non-null int64
         dtypes: int64(3), object(1)
         memory usage: 7.5+ MB
                          event
                                         uid
                                                timestamp
                                                                 expid
                         244126 2.441260e+05 2.441260e+05
                                                         244126.000000
          count
          unique
                                        NaN
                                                    NaN
                                                                  NaN
            top MainScreenAppear
                                        NaN
                                                     NaN
                                                                  NaN
            freq
                         119205
                                        NaN
                                                    NaN
                                                                  NaN
                            NaN 4.627568e+18 1.564914e+09
                                                            247.022296
           mean
                            NaN 2.642425e+18 1.771343e+05
                                                              0.824434
            std
                            NaN 6.888747e+15 1.564030e+09
                                                            246.000000
            min
            25%
                            NaN 2.372212e+18 1.564757e+09
                                                            246.000000
            50%
                                4.623192e+18 1.564919e+09
                                                            247.000000
            75%
                            NaN 6.932517e+18 1.565075e+09
                                                            248.000000
                                                            248.000000
                            NaN 9.222603e+18 1.565213e+09
            max
        #convert columns to right formats
In [5]:
         logs['datetime'] = pd.to_datetime(logs.timestamp, unit='s')
         logs['expid'] = logs.expid.astype('category')
         logs['event'] = logs.event.astype('category')
         logs.info()
         <class 'pandas.core.frame.DataFrame'>
         RangeIndex: 244126 entries, 0 to 244125
         Data columns (total 5 columns):
             Column
                                            Dtype
                         Non-Null Count
                          -----
              -----
              event
                          244126 non-null category
          1
              uid
                         244126 non-null int64
             timestamp 244126 non-null int64
          2
                         244126 non-null category
          3
              expid
              datetime 244126 non-null datetime64[ns]
         dtypes: category(2), datetime64[ns](1), int64(2)
         memory usage: 6.1 MB
```

Add a separate column for dates.

In [2]: #Load dataset

#logs = pd.read\_csv('/datasets/logs\_exp\_us.csv', sep="\t") #for platform

```
In [6]: logs['date'] = logs.datetime.astype('datetime64[D]')
```

```
In [7]: | logs.sample(5)
Out[7]:
                                    event
                                                           uid
                                                                timestamp expid
                                                                                            datetime
                                                                                                           date
           208551 PaymentScreenSuccessful
                                           951001704752844842
                                                                1565116289
                                                                              246 2019-08-06 18:31:29 2019-08-06
           162625
                                                                              247 2019-08-05 14:42:02 2019-08-05
                         MainScreenAppear
                                          2857677218503028985
                                                               1565016122
           179352
                         MainScreenAppear
                                          6627774947018286010
                                                               1565066543
                                                                              246 2019-08-06 04:42:23 2019-08-06
           178458
                                                                              248 2019-08-06 03:46:52 2019-08-06
                         CartScreenAppear 7528470328317847905
                                                               1565063212
           90425
                         MainScreenAppear 5718835579824401175 1564834604
                                                                              248 2019-08-03 12:16:44 2019-08-03
```

#### Conclusion

I've got a dataframe that has 244126 entries. There are 5 types of events and 3 test groups. In this part I have changed formats of different columns and added dae column.

# Step 2. Study and check the data

## How many events are in the logs?

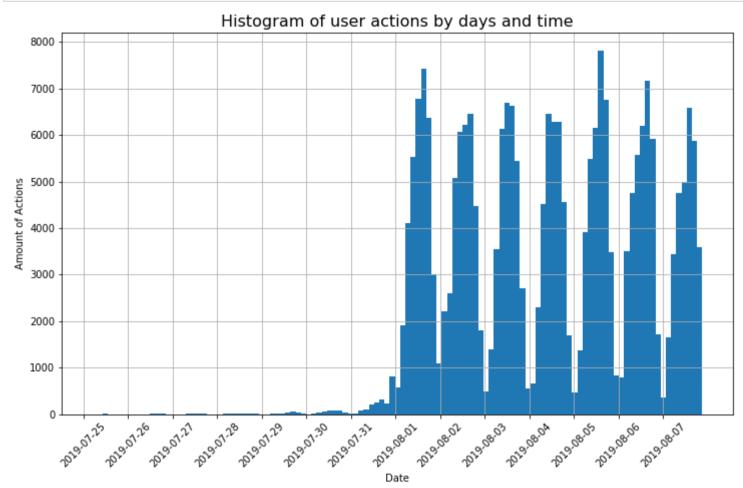
There is total of 244126 events, they are sepparated in 5 groups.

# How many users are in the logs? What's the average number of events per user?

# What period of time does the data cover? Find the maximum and the minimum date. Plot a histogram by date and time.

```
In [12]: print ('Maximum date:',logs.date.min())
print ('Minumum date:',logs.date.max())
print ('This data covers {:.0f} days of events'.format((logs.datetime.max()-logs.datetime.min()).round('1D').days))

Maximum date: 2019-07-25 00:00:00
Minumum date: 2019-08-07 00:00:00
This data covers 14 days of events
```



From this graph I see that here there are some dates on which there hasn't been a lot of action. Older events could end up in some users' logs for technical reasons. I'll drop all the rows with actions that happened before August, 1st.

```
In [14]: logs_clean = logs[logs['date'] >="2019-08-01"]
    print ('Clean data covers {:.0f} days of events'.format((logs_clean.datetime.max()-logs_clean.datetime.min()).round('1
    D').days))
```

Clean data covers 7 days of events

## Did you lose many events and users when excluding the older data?

By cleaning the data I have lost 1.16% of data, which is 2828 rows.

That's a pity that I had to drop this data, but it's less than 5% of all the data and it was necessary for this data analysis.

# Make sure you have users from all three experimental groups.

```
In [16]: logs_clean.expid.value_counts()
Out[16]: 248    84726
        246    79425
        247    77147
        Name: expid, dtype: int64
```

I for sure have users from all three experimental groups. Now let's check how many rows were dropped from each group.

Event though amount of dropped rows differs, it's good that there was pretty simillar amount of rows dropped from each dataset.

#### Conclusion

Here I have discovered that:

- 1. There are 7551 total users in logs;
- 2. On average one user makes 32.3 events;
- 3. There are 14 days in original dataframe, but only data since August, 1st seems to be usable;
- 4. All experimental groups have simillar number of entries.

# Step 3. Study the event funnel

See what events are in the logs and their frequency of occurrence. Sort them by frequency.

There are 5 different events in the startup app. The most popular one is main display appear, the event that has occured the least is tutorial. Seems like not many users get there, this may be due to the fact that *Tutorial* isn't a part of shopping funnel, it might be an extra action, that you can do if you want to get additional info.

Find the number of users who performed each of these actions. Sort the events by the number of users. Calculate the proportion of users who performed the action at least once.

Out[19]:

	event	umque_users
1	MainScreenAppear	7419
2	OffersScreenAppear	4593
0	CartScreenAppear	3734
3	PaymentScreenSuccessful	3539
4	Tutorial	840

So here I see that there are 7419 users who have seen main screen, 4593 have recieved offers screen, 3734 have got to their shopping cart, 3539 have made a payment on the webside and 840 have seen tutorial. Now let's find total number of users.

```
In [20]: print ('Number of users:', logs_clean.uid.nunique())
    Number of users: 7534
```

There are more than a hundred users who have had some action, but have not been to main screen, this looks a little bit weird. Let's have a look at them.

```
In [21]: users_from_main_screen = logs_clean.query('event == "MainScreenAppear"')['uid'].unique()
    logs_clean.query('uid not in @users_from_main_screen').groupby('event').agg(unique_users=('uid','nunique')).reset_inde
    x()
```

Out[21]:

	event	unique_users
0	CartScreenAppear	99
1	MainScreenAppear	0
2	OffersScreenAppear	111
3	PaymentScreenSuccessful	98
4	Tutorial	4

Maybe it's a system bug or maybe there is a possibility to get to other screens without ever getting. In real life case I would have checked that with developers.

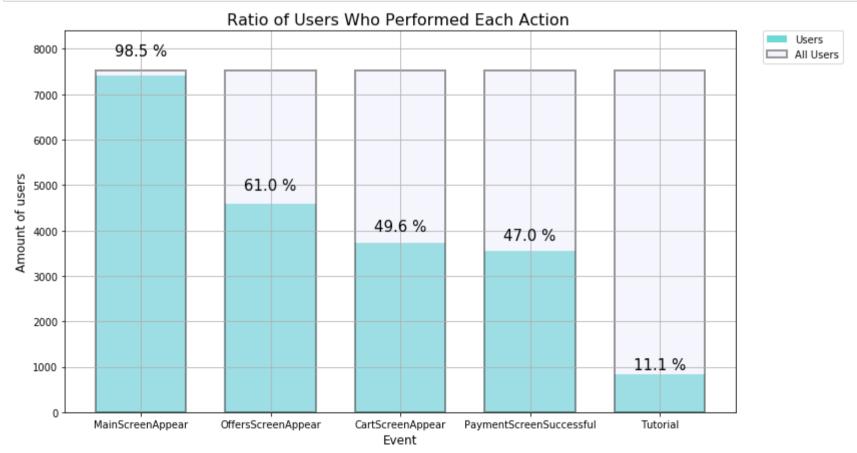
Now let's find ratio of users who users who have performed each action to all users.

```
In [22]: user_event['user_ratio'] = user_event['unique_users'] / logs_clean.uid.nunique()
user_event
```

## Out[22]:

	event	unique_users	user_ratio
1	MainScreenAppear	7419	0.984736
2	OffersScreenAppear	4593	0.609636
0	CartScreenAppear	3734	0.495620
3	PaymentScreenSuccessful	3539	0.469737
4	Tutorial	840	0.111495

```
In [23]: # define colors
          colors = ['lightblue', 'mediumturquoise', 'orange', 'lightgreen', 'plum', 'bisque', 'lavender',
                    'lightcyan','palevioletred']
         #define axes
          fig, ax = plt.subplots(figsize=(12, 7))
         ax.set_title('Ratio of Users Who Performed Each Action ',fontsize=16)
         plt.xlabel('Event',fontsize=12)
         plt.ylabel('Amount of users',fontsize=12)
         #plot
         g = plt.bar(user_event['event'], user_event['unique_users'],
                  0.7, label='Users',color=colors[1], alpha=0.8)
         g1 = plt.bar(user_event['event'], logs_clean.uid.nunique(), 0.7,
               label='All Users', color=colors[6], alpha=0.4, edgecolor='black',linewidth=2)
         #values for fillig the bars
         bar_label = (user_event['user_ratio']*100).round(1).tolist()
         bar_label = [str(label) for label in bar_label]
         #add percentages
         def autolabel(rects):
             for idx,rect in enumerate(g):
                  height = rect.get_height()
                  ax.text(rect.get_x() + rect.get_width()/2., 1.05*height,
                          bar_label[idx]+" %",
                          ha='center', va='bottom', rotation=0, size=15)
         autolabel(g)
         plt.ylim(0,8400)
         plt.legend(bbox_to_anchor=(1.04, 1), loc='upper left', borderaxespad=0.)
         plt.grid()
         plt.show()
```



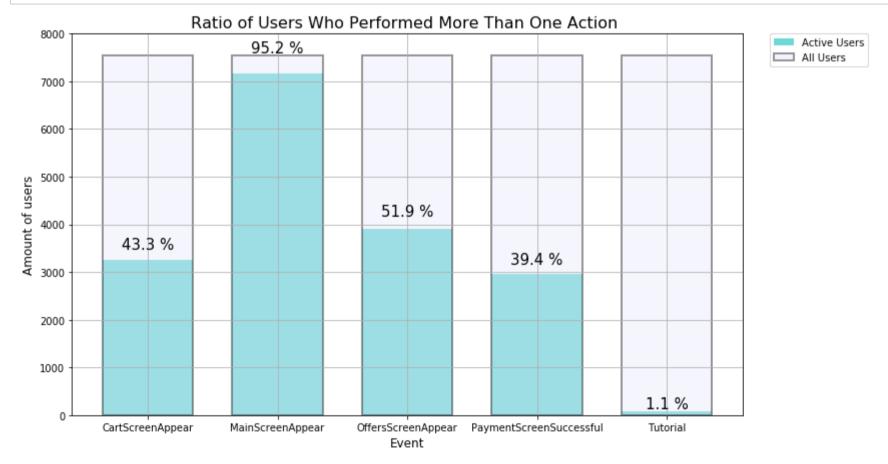
Here I see that 98,4 all users have been to main screen, and for the following events amount of users that got there declines. Tutorial continue to be an exception with small percentage of users there.

Now let's find ratio of users who have performed more than one action, compared to all users.

#### Out[24]:

	event	active_users	unique_users	active_users_ratio
0	CartScreenAppear	3262	7534	0.432971
1	MainScreenAppear	7173	7534	0.952084
2	OffersScreenAppear	3912	7534	0.519246
3	PaymentScreenSuccessful	2965	7534	0.393549
4	Tutorial	84	7534	0.011149

```
In [25]: #define axes
         fig, ax = plt.subplots(figsize=(12, 7))
         ax.set_title('Ratio of Users Who Performed More Than One Action ',fontsize=16)
         plt.xlabel('Event',fontsize=12)
         plt.ylabel('Amount of users',fontsize=12)
         #plot
         g = plt.bar(result['event'], result['active_users'],
                  0.7, label='Active Users',color=colors[1], alpha=0.8)
         g1 = plt.bar(result['event'], result['unique_users'], 0.7,
              label='All Users', color=colors[6], alpha=0.4, edgecolor='black',linewidth=2)
         #values for fillig the bars
         bar_label = (result['active_users_ratio']*100).round(1).tolist()
         bar_label = [str(label) for label in bar_label]
         #add percentages
         autolabel(g)
         plt.ylim(0,8000)
         plt.legend(bbox_to_anchor=(1.04, 1), loc='upper left', borderaxespad=0.)
         plt.grid()
         plt.show()
```



Here I see that many users have one action happenening more than once. Except for tutorial, it continues to be unique action, that only some users come to and 90% of these users get there only once.

From performed analysis it's obvious that *Tutorial* isn't part of the same sequenca as other events. From what I see the order of events in event funnel should look like this:

```
MainScreenAppear ---- > OffersScreenAppear ---- > CartScreenAppear ---- > PaymentScreenSuccessful
```

But also offers shouldn't be neccesary, everything can work without them, so I'll make funnel even smaller:

```
MainScreenAppear ----> CartScreenAppear ----> PaymentScreenSuccessful
```

## Use the event funnel to find the share of users that proceed from each stage to the next.

First let's get first of each event for all users.

## Out[27]:

	eve

event	uid	MainScreenAppear	CartScreenAppear	PaymentScreenSuccessful
0	6888746892508752	2019-08-06 14:06:34	NaT	NaT
1	6909561520679493	2019-08-06 18:52:54	2019-08-06 18:52:58	2019-08-06 18:52:58
2	6922444491712477	2019-08-04 14:19:33	2019-08-04 14:19:40	2019-08-04 14:19:40
3	7435777799948366	2019-08-05 08:06:34	NaT	NaT
4	7702139951469979	2019-08-01 04:29:54	2019-08-02 14:28:45	2019-08-02 14:28:45
7513	9217594193087726423	NaT	2019-08-02 09:00:58	2019-08-02 09:00:57
7514	9219463515465815368	2019-08-05 05:26:26	2019-08-06 16:49:40	2019-08-06 16:52:16
7515	9220879493065341500	2019-08-02 17:58:48	2019-08-02 17:59:16	NaT
7516	9221926045299980007	2019-08-01 17:30:27	NaT	NaT
7517	9222603179720523844	2019-08-01 06:52:13	NaT	NaT

7518 rows × 4 columns

Now let's clear the data, so we will only have users who have been to main screen and who also have got to other screens after they'd got to main.

```
In [28]: def sanity_check (row):
    #clear rows that don't have visit to main screen and rows that had entrance to the cart or
    #payment before visit to main screen
    if pd.isnull(row['MainScreenAppear']) == True: return False
        elif row['MainScreenAppear'] > row['CartScreenAppear'] or row['MainScreenAppear'] > row['PaymentScreenSuccessful']:
        return False
        else: return True
```

```
In [29]: df['sanity_check'] = df.apply(sanity_check, axis=1)
    funnel = df.query('sanity_check ==True')[['uid','MainScreenAppear','CartScreenAppear','PaymentScreenSuccessful']]
    funnel.head()
```

# Out[29]:

PaymentScreenSuccessful	CartScreenAppear	MainScreenAppear	uid	event
NaT	NaT	2019-08-06 14:06:34	6888746892508752	0
2019-08-06 18:52:58	2019-08-06 18:52:58	2019-08-06 18:52:54	6909561520679493	1
2019-08-04 14:19:40	2019-08-04 14:19:40	2019-08-04 14:19:33	6922444491712477	2
NaT	NaT	2019-08-05 08:06:34	7435777799948366	3
2019-08-02 14:28:45	2019-08-02 14:28:45	2019-08-01 04:29:54	7702139951469979	4

At what stage do you lose the most users? What share of users make the entire journey from their first event to payment?

7213 users start by getting to the main screen.
Out of them only 3430 get to Shopping Cart screen. That is 47.55% of users, who have been to main screen.
Out of them only 3239 succeed with payment. That is 94.43% of users, who got to Shopping Cart and 44.91% of users who have been to main screen.

So most of our users get lost in transaction from main screen to shopping cart screen. Actually most of the users who get to shopping cart tend to make entire journey. But group result is a little worse. Just 44.91% of all users get to the very end. But that's actually really good conversion.

A good way to increase this conversion might be increasing number of users, who see offers screen, or maybe send notifications to users, who have been to main screen, but haven't proceeded.

#### Conclusion

By performing funnel analysis I have found out several things:

- 1. Tutorial is an optional page, that gets visited only by 10% of users;
- 2. Most of users get to Main Screen, but only 61% see Offers screen appear;
- 3. 48% of users who have been to the main screen get to shopping cart afterwards;
- 4. 94% of users who get to shopping cart sooner or later proceen with their payment.

# Step 4. Study the results of the experiment

# How many users are there in each group?

There's similar amount of users in each group, so I will carry on with the test.

We have two control groups in the A/A test, where we check our mechanisms and calculations. See if there is a statistically significant difference between samples 246 and 247.

first let's create pivot table of amount of users on different stages for all samples.

```
      event

      CartScreenAppear
      1266
      1238
      1230

      MainScreenAppear
      2450
      2476
      2493

      OffersScreenAppear
      1542
      1520
      1531

      PaymentScreenSuccessful
      1200
      1158
      1181

      Tutorial
      278
      283
      279
```

So here I will first be checking if there is a statistical difference between groups 246 and 247 in conversion aka proportion:

"Is the share of users (from all users in the test) that had "CartScreenAppear", "MainScreenAppear", etc. of test group <u>246</u> statistically different from share of users from group <u>247</u>?"

To do that I will use the text of proportions, or z-score. My H0 will be:

"Share of users in group 246 for each category is not different from share of users in group 247 for each category."

And alternative hypothesys will be:

"Share of users in group 246 for each category is different from share of users in group 247 for each category."

```
In [33]: def check_hypothesis(group1,group2, event, alpha=0.05):
              #get success for each group
              successes1=exp_results[exp_results.index == event][group1].iloc[0]
              successes2=exp_results[exp_results.index == event][group2].iloc[0]
              #for trials take the data from original df or used a pre-aggregated data
             trials1=logs_clean[logs_clean.expid==group1]['uid'].nunique()
              trials2=logs_clean[logs_clean.expid==group2]['uid'].nunique()
              #proportion for success in the first group
              p1 = successes1/trials1
             #proportion for success in the second group
              p2 = successes2/trials2
              # proportion in a combined dataset
              p_combined = (successes1 + successes2) / (trials1 + trials2)
              difference = p1 - p2
              z_value = difference / mth.sqrt(p_combined * (1 - p_combined) * (1/trials1 + 1/trials2))
              distr = st.norm(0, 1)
              p_value = (1 - distr.cdf(abs(z_value))) * 2
              print('p-value: ', p_value)
              if (p_value < alpha):</pre>
                  print("Reject H0 for", event, 'and groups', group1, group2)
                  print("Fail to Reject H0 for", event, 'and groups', group1, group2, '\n')
```

I'm going to use Holm method to calculate significance level this test for my test to have higher power. I'm going to perform 15 tests, and I want my total significance level to be 0.05. So I'll get me a list of alphas for all the tests.

```
In [34]: #define significance level for each event
def holm_method_calc(total_alpha, number_of_tests):
    counter = 0
    alpha = []
    for m in range(0, number_of_tests):
        a = a = total_alpha / (number_of_tests-counter)
        counter += 1
        alpha.append(a)
    return alpha
```

```
In [35]: #get list of alphas for final significance level of 0.15 and 15 total tests.
alpha_15_exp = holm_method_calc(0.05, 15)
```

```
In [36]: test_counter = 0
         for i in exp_results.index.tolist():
             check_hypothesis(246,247, i, alpha=alpha_15_exp[test_counter])
             test_counter +=1
         #save sounter for the next test
         test_checkpoint = test_counter
         p-value: 0.22883372237997213
         Fail to Reject H0 for CartScreenAppear and groups 246 247
         p-value: 0.7570597232046099
         Fail to Reject H0 for MainScreenAppear and groups 246 247
         p-value: 0.2480954578522181
         Fail to Reject H0 for OffersScreenAppear and groups 246 247
         p-value: 0.11456679313141849
         Fail to Reject H0 for PaymentScreenSuccessful and groups 246 247
         p-value: 0.9376996189257114
         Fail to Reject H0 for Tutorial and groups 246 247
```

That is great result! It means that our A/A test doesn't show statistical difference between our 2 control groups, that means that groups that have recieved the same fonts show simillar result. So I can proceed to testing of groups with alterating fonts.

# Check for statistically significant difference between control groups and group with altered fonts.

Here I'll perform 2 tests for finding difference between each control group and test group.

First I'll compare group 246 and group 248. My H0 will be:

"Share of users in group 246 for each category is not different from share of users in group 248 for each category."

My alternative hypothesis will be:

"Share of users in group 246 for each category is different from share of users in group 248 for each category."

```
In [37]: | #get counter value from previos test
         test_counter = test_checkpoint
         for i in exp_results.index.tolist():
             check_hypothesis(246,248, i, alpha=alpha_15_exp[test_counter])
             test_counter +=1
         #save sounter for the next test
         test_checkpoint = test_counter
         p-value: 0.07842923237520116
         Fail to Reject H0 for CartScreenAppear and groups 246 248
         p-value: 0.2949721933554552
         Fail to Reject H0 for MainScreenAppear and groups 246 248
         p-value: 0.20836205402738917
         Fail to Reject H0 for OffersScreenAppear and groups 246 248
         p-value: 0.2122553275697796
         Fail to Reject H0 for PaymentScreenSuccessful and groups 246 248
         p-value: 0.8264294010087645
         Fail to Reject H0 for Tutorial and groups 246 248
```

## Conclusion

That means that there isn't any statisticaly significant difference between group 246 with old fonts and group 248 with new fonts.

Now let's compare group 247 with test group 248. My H0 will be:

"Share of users in group 247 for each category is not different from share of users in group 248 for each category."

My alternative hypothesis will be:

"Share of users in group 247 for each category is different from share of users in group 248 for each category."

```
In [38]: | #get counter value from previos test
         test_counter = test_checkpoint
         for i in exp_results.index.tolist():
             check_hypothesis(247,248, i, alpha=alpha_15_exp[test_counter])
             test_counter +=1
         p-value: 0.5786197879539783
```

Fail to Reject H0 for CartScreenAppear and groups 247 248

p-value: 0.4587053616621515

Fail to Reject H0 for MainScreenAppear and groups 247 248

p-value: 0.9197817830592261

Fail to Reject H0 for OffersScreenAppear and groups 247 248

p-value: 0.7373415053803964

Fail to Reject H0 for PaymentScreenSuccessful and groups 247 248

p-value: 0.765323922474501

Fail to Reject H0 for Tutorial and groups 247 248

#### Conclusion

That means that there isn't any statisticaly significant difference between group 247 with old fonts and group 248 with new fonts.

#### Conclusion

After conducting all these test I can say with 95% certainty that there wasn't any statistically significant difference of conversion between group that got new fonts and groups that stayed with the old ones. So the company can ether keep the old fonts or change to new ones, it's unlikely to make any difference.

# **Step 5. General conclusion**

After conducting this analysis I have come to these results:

- 1. Most of users get to Main Screen, but only 61% see Offers screen appear;
- 2. 48% of users who have been to the main screen get to shopping cart afterwards;
- 3. 94% of users who get to Shopping Cart sooner or later proceen with their payment;
- 4. It may be a good idea to send notifications to users who have been to main screen, but haven't proceeded;
- 5. After analysing test results I have found out that with 95% certainty changing fonts doesnt affect app conversion, i.e. we can proceed ether with old fonts or with new ones.