

# CALL CENTER CHURN ANALYSIS

Total Customers

7043

Churned Customers

1869

No. of Admin Tickets

3632

No. of Tech Tickets

2955

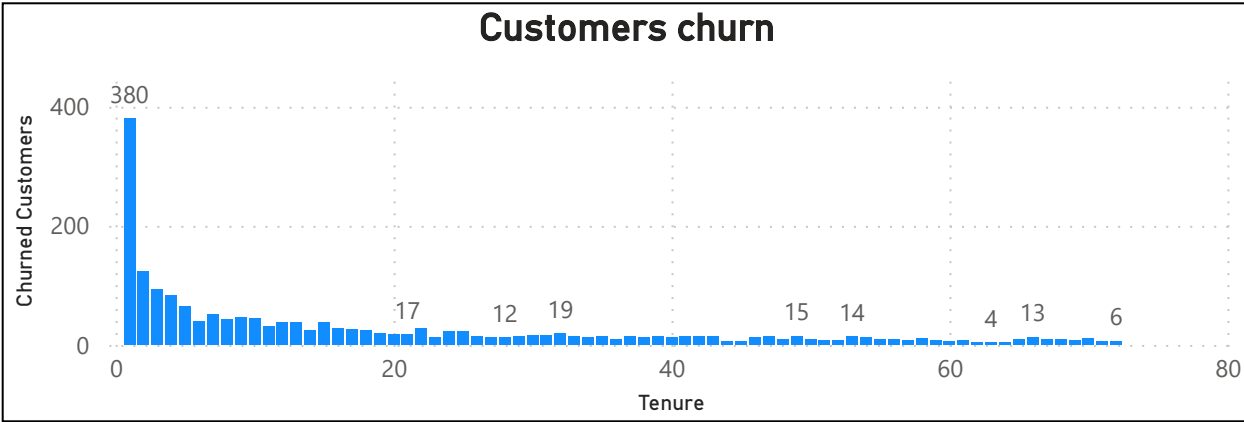
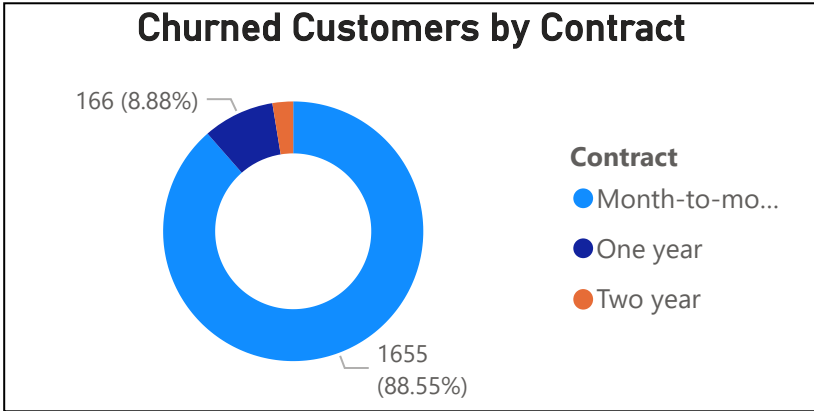
Total Revenue

16.06M

Senior Citizen

☐ 0

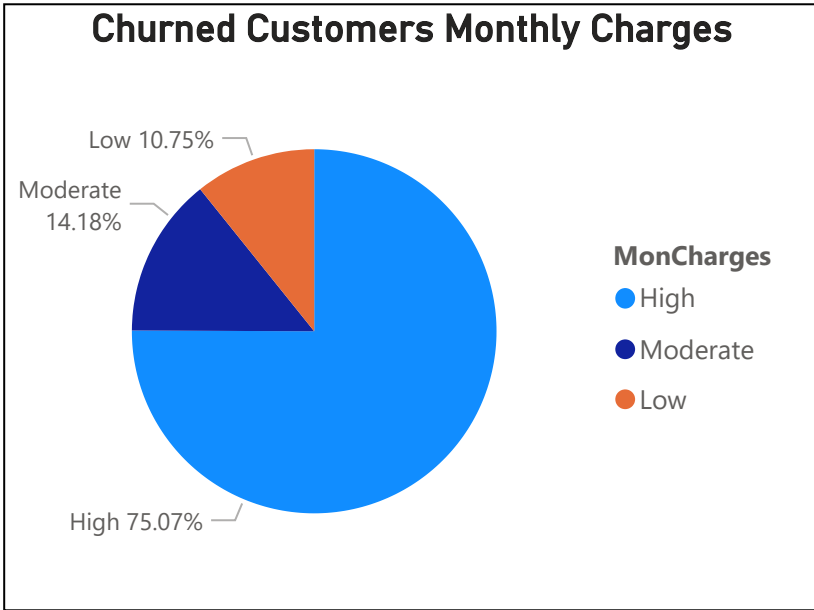
☐ 1



Gender

☐ Female

☐ Male



Churn customers in 1 month

Churn_yes	Device Protection	Phone Service	Streaming Movies	Streaming TV	Tech Support	Admin Tickets	Tech Tickets
164	No	Yes	No	No	No	133	1
58	No internet service	Yes	No internet service	No internet service	No internet service	99	0
28	No	Yes	No	Yes	No	19	0
27	No	Yes	Yes	No	No	16	2
24	No	No	No	No	No	32	0
23	No	Yes	Yes	Yes	No	14	5
18	Yes	Yes	No	No	No	9	0
9	No	Yes	No	No	Yes	14	0
351						336	8

Contract

☐ Month-to-mon...

☐ One year

☐ Two year

Payment Method

☐ Bank transfer (...)

☐ Credit card (aut...)

☐ Electronic check

☐ Mailed check