

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

Will revert after reading the email

Last Activity – SMS Sent

Closed by Horizon

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?

Closed by Horizon

Lost to EINS

Will revert after reading the email

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.

Phone calls should be done to people if:

- Their tag contains “Will revert after reading the email”, “Closed by Horizon”, “Lost to EINS”, etc.
- If the lead source is Welingak Website.
- If their last activity is through SMS.
- Don’t call a person if their lead quality is Worst

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.

In this condition they need to focus more on other methods like automated emails and SMS.