**Solution Description Step-By-Step**

1. **Data Analysis in Tableau**

File Name: **Churn Story-Data Exploration**

Some conclusions drawn from the Exploration as below:

* Gender does not affect churn
* Most of churn customer stayed in company less than 20 months and customer with high value in tenure has low probability to churn
* High Monthly Charges may affect churn probability
* Customer will not churn if they have low amount in Monthly Charges
* In range of 2500 to 8000, population of loyal customer is around twice as churn customer
* There is a strong co-relation between Total Charges and Tenure

1. **ML Solution (Have tried three approaches). File names as below**

* Solution
* Solution with Smote: Oversampling 🡪 **Have taken this forward**
* Solution with Near Miss: Near Miss Sampling Class

Note: Code is based in Python

1. **Dashboard in Power BI**

File Name**:** **Churn Challenge.PBIX**