

Key Performance Indicator

1. *Increase tech support capacity for fiber optic customers and lower tech tickets per customer to 0.5.*
2. *Increase sale of 1 and 2 years contracts by 5% each.*
3. *Yearly increase of automatic payment by 5%.*

Welcome

Churn Dashboard

- Demographics
- Customer Account Information
- Services

Customer Risk Analysis

- Internet services
- Types of contact
- Payment Method

Churn Dashboard

Customers At Risk

7043

No. of Tech Tickets

2955

No. of Admin Tickets

3632

Yearly Charges

16.06M

Monthly Charges

456.12K

Demographics

Gender



25%

Per of senior ...

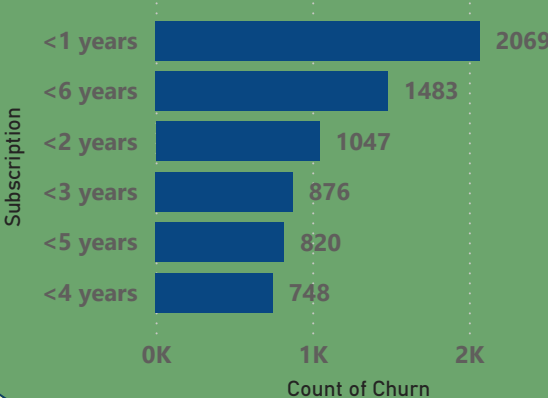
36%

Per of partners

17%

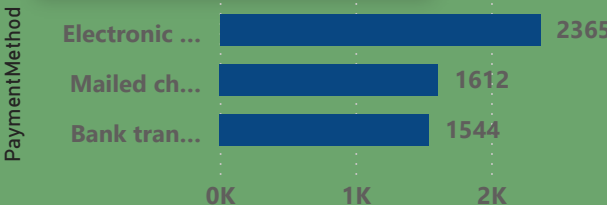
per of Depen...

Subscription Time



Customer Account Information

Payment Method



Paperless Billing

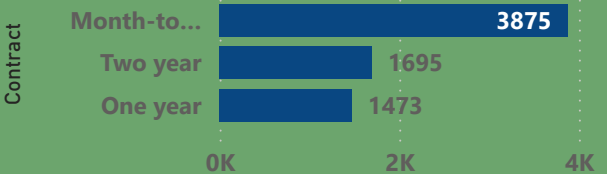


PaperlessBilling

Yes

No

Contract



Services Customers Signed Up for

44%

Streaming Movies

28%

Online backup

16%

Online Security

91%

Phone Services

Internet Service



InternetService

Fiber optic

DSL

No

Customer Risk Analysis

Contract

☐ Month-to-month

☐ One year

☐ Two year

Churn

☐ No

☐ Yes

InternetService

☐ DSL

☐ Fiber optic

☐ No

tenure

