Welcome to PhoneNow

Key Performance Indicators

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 year contaracts by 5% each
3. Yearly Increase of automatic payments

Churn Dashboard

- Demographics
- Customer Account Information
- Services

Customer Risk Analysis

- Internet Service
- Type of Contract
- Payment Method

Build a visual

Visual types

Off Suggest a type

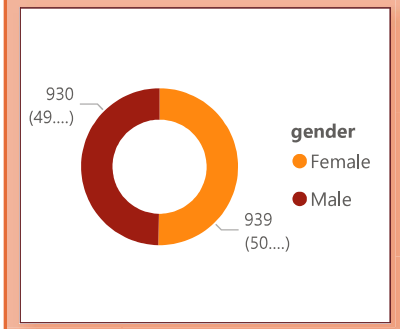
Data

+Add data

Churn Dashboard

1869	2173	$2.86M	885	$139.13K
Customer at Risk	# of Tech Tickets	Yearly Charges	# of Admin tickets	Sum of MonthlyCharges

Demographics

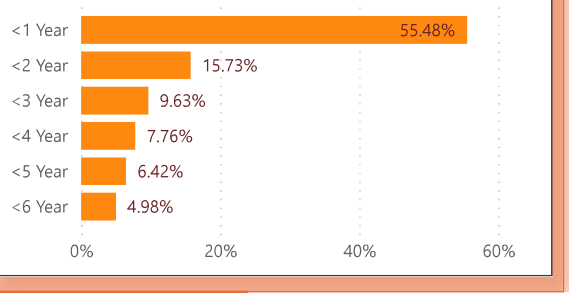


25%
Senior Citizen

36%
Partner

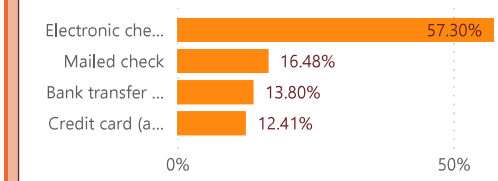
17%
Dependents

Subscription Time



Customer Account Information

Payment Method



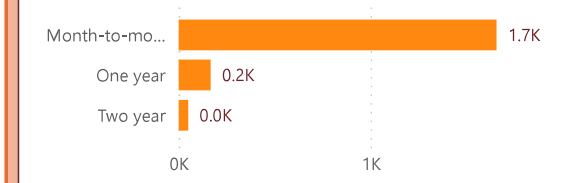
Paperless Billing

Average Charges

$74.44
Monthly

$1,531.80
Total

Types of Contract



Customer Account Information

91%
% of Phone service

44%
% of Streaming Mov...

44%
% of Streaming TV

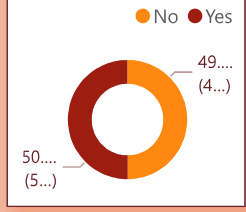
17%
% of Tech Support

28%
% of Online backup

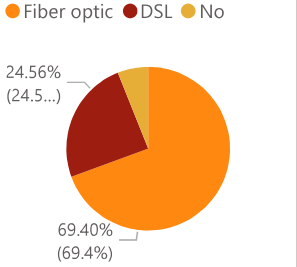
16%
% of Online security

29%
% of Device protection

Multiple Lines



Internet Service



Build a visual

Visual types

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Data

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Customer Risk Analysis

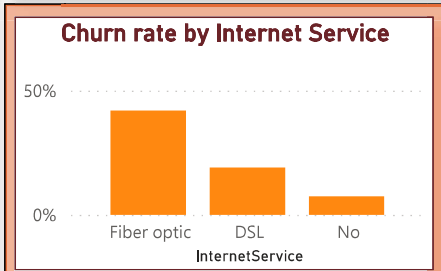
Churn
- [ ] No
- [ ] Yes

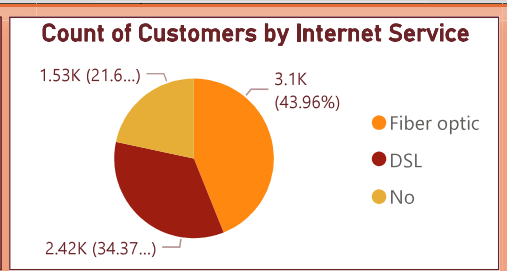
Internet Service
- [ ] DSL
- [ ] Fiber optic
- [ ] No

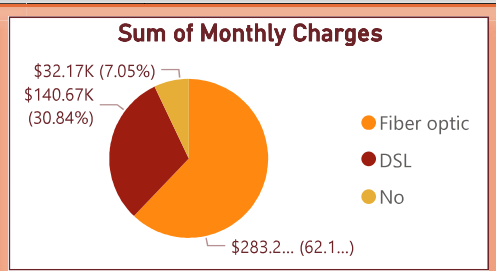
Months Subscribed
0 — 72

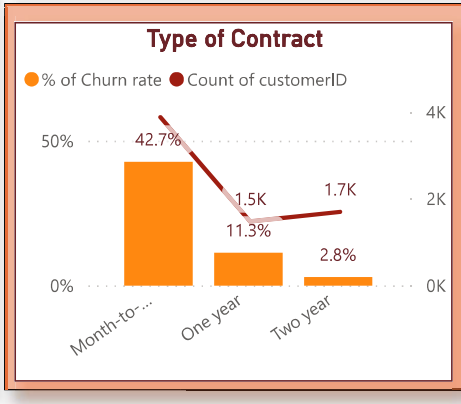
Contract Type
- [ ] Month-to-month
- [ ] One year
- [ ] Two year

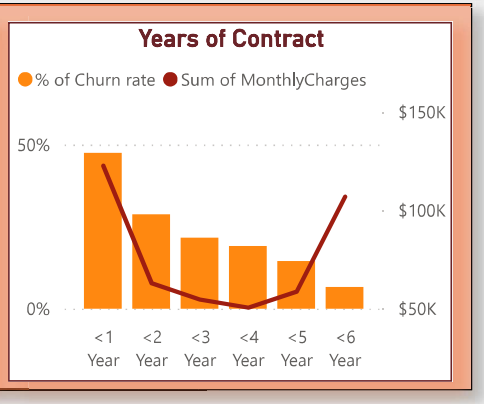
7043	26.5%	$16.06M	3632	2955
Total Customers	Churn Rate %	Yearly Charges	Admin Tickets	Tech Tickets

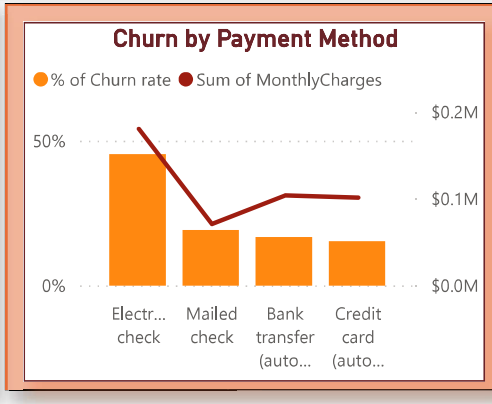












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