



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 contracts 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

Customer at Risk

2173

of Tech Tickets

\$2.86M

Yearly Charges

885

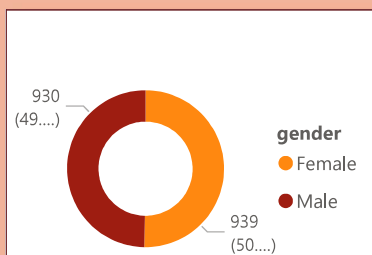
of Admin tickets



\$139.13K

Sum of MonthlyCharges

Demographics



25%

Senior Citizen

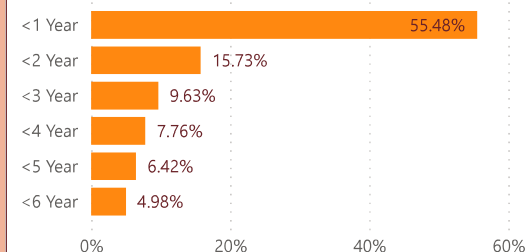
36%

Partner

17%

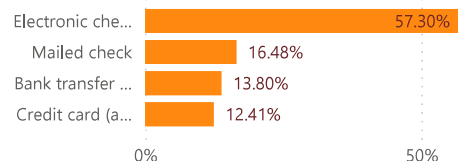
Dependents

Subscription Time



Customer Account Information

Payment Method



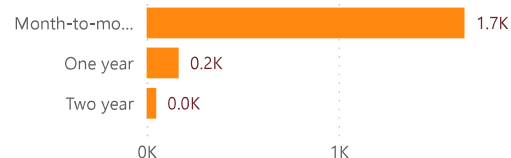
Paperless Billing



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

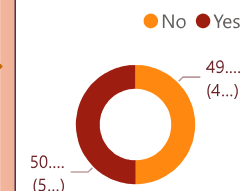
28%
% of Online backup

16%
% of Online security

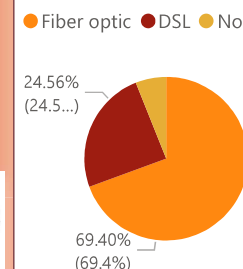
29%
% of Device protection



Multiple Lines



Internet Service



Build a visual



Visual types



☐ Off ☐ Suggest a type

Data

+Add data



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

Total Customers

26.5%

Churn Rate %

\$16.06M

Yearly Charges

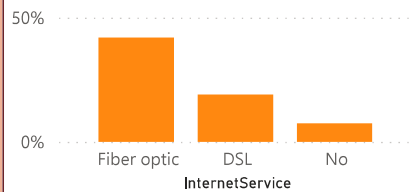
3632

Admin Tickets

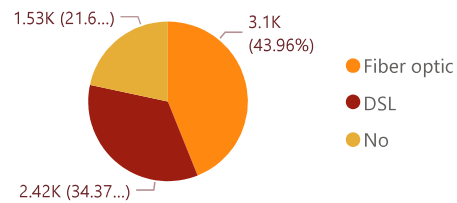
2955

Tech Tickets

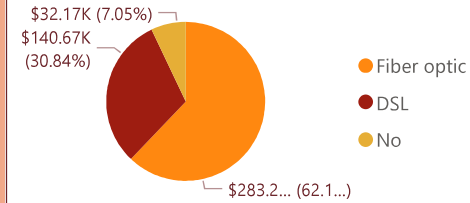
Churn rate by Internet Service



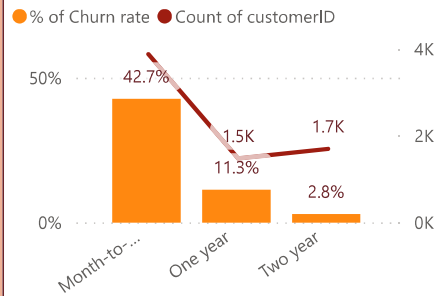
Count of Customers by Internet Service



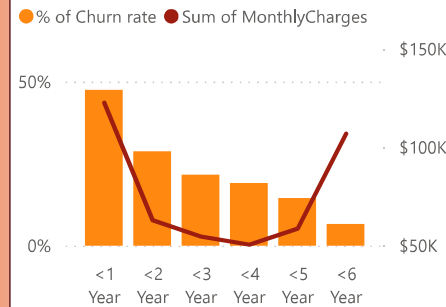
Sum of Monthly Charges



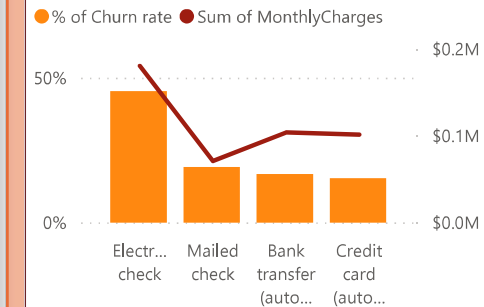
Type of Contract



Years of Contract



Churn by Payment Method



Build a visual

Visual types



☐ Off Suggest a type

Data

+Add data