

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

In the context of maximizing lead conversions, the logistic regression model indicates that the following factors significantly influence the probability of a lead getting converted:

1. **Total Time Spent on Website (Coefficient = 4.4600):** Leads spending more time on the website are approximately 4.46 times more likely to get converted. This variable emphasizes the importance of engaging website content in driving conversions.
2. **Lead Origin\_Lead Add Form (Coefficient = 3.9776):** Leads generated through the 'Lead Add Form' exhibit a nearly 3.98 times higher chance of conversion. Focusing efforts on optimizing interactions via this form can enhance conversion rates significantly.
3. **What is your current occupation\_Working Professional (Coefficient = 2.6139):** Working professionals demonstrate a 2.61 times higher likelihood of conversion. Tailoring marketing strategies and content specifically for this demographic can yield substantial improvements in conversion rates.

### **#2. What are the top three categorical variable you should be focussed in order to increase the probability of a lead conversion**

To increase the probability of lead conversion, the logistic regression model highlights the importance of specific categorical variables:

1. **Lead Source\_Olark Chat (Coefficient = 1.2521):** Leads sourced from 'Olark Chat' exhibit a 1.25 times higher likelihood of conversion. Focusing on engaging potential leads through chat interactions can boost conversion rates effectively.
2. **Last Activity\_SMS Sent (Coefficient = 1.1030):** Leads with the last activity being 'SMS Sent' are approximately 1.10 times more likely to get converted. Implementing targeted SMS campaigns can enhance lead engagement and conversion opportunities.
3. **Last Activity\_Had a Phone Conversation (Coefficient = 2.7601):** Leads with the last activity as 'Had a Phone Conversation' show a substantial 2.76 times higher chance of conversion. Prioritizing follow-ups with leads engaged in phone conversations can yield successful conversions.

### **#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 want to make the lead conversion more aggressive. So they want all of the potential leads to be converted and make most of the phone calls at this stage. What is the right strategy?**

During the intern hiring period, the focus should be on aggressive lead conversion. This involves:

- Precision-Centric Approach: Prioritize leads with high conversion probabilities, ensuring precise targeting of potential customers.
- Recall-Oriented Communication: Make comprehensive phone calls to all potential leads, leveraging the increased workforce to reach out widely.

- Data-Driven Personalization: Utilize model insights for personalized communication, tailoring interactions to individual lead preferences, enhancing both precision and recall metrics.

***#4. Similarly, at times the company reaches the target of a quarter well before time. During this time the company wants to focus on some new sales as well. During this phase, the company's goal is to not make phone call unless it is very necessary, ie. they want to minimize the rate of phone calls. Suggest a strategy that should be applied at this stage.***

After achieving the quarterly target early, the focus should shift to efficient lead engagement, balancing precision and recall:

- Preference-Based Communication: Implement a preference survey to understand communication channel preferences (email, SMS, etc.).
- Automated Campaigns: Utilize automated email and SMS campaigns based on lead preferences, optimizing recall while minimizing phone calls.
- Responsive Interaction: Monitor responses to automated campaigns and prioritize phone calls for leads showing active engagement, ensuring efficient use of resources and enhancing precision.