

{WELCOME}

Key Performance Indicators (KPI's) :

- > increase tech support capacity for optic customers and lower tech tickets per customer to 0.5
- > increase sale of 1 and 2 years contracts by 5% each
- > yearly increase of automatic payment by 5%

Churn Dashboard :

- > demographics
- > services
- > customer account information

Customer Risk Analysis :

- > internet service
- > type of contact
- > payment method

Customers at Risk

7043

No. of Tech Tickets

2955

No. of Admin Tickets

3632

Yearly Charges

16.06M

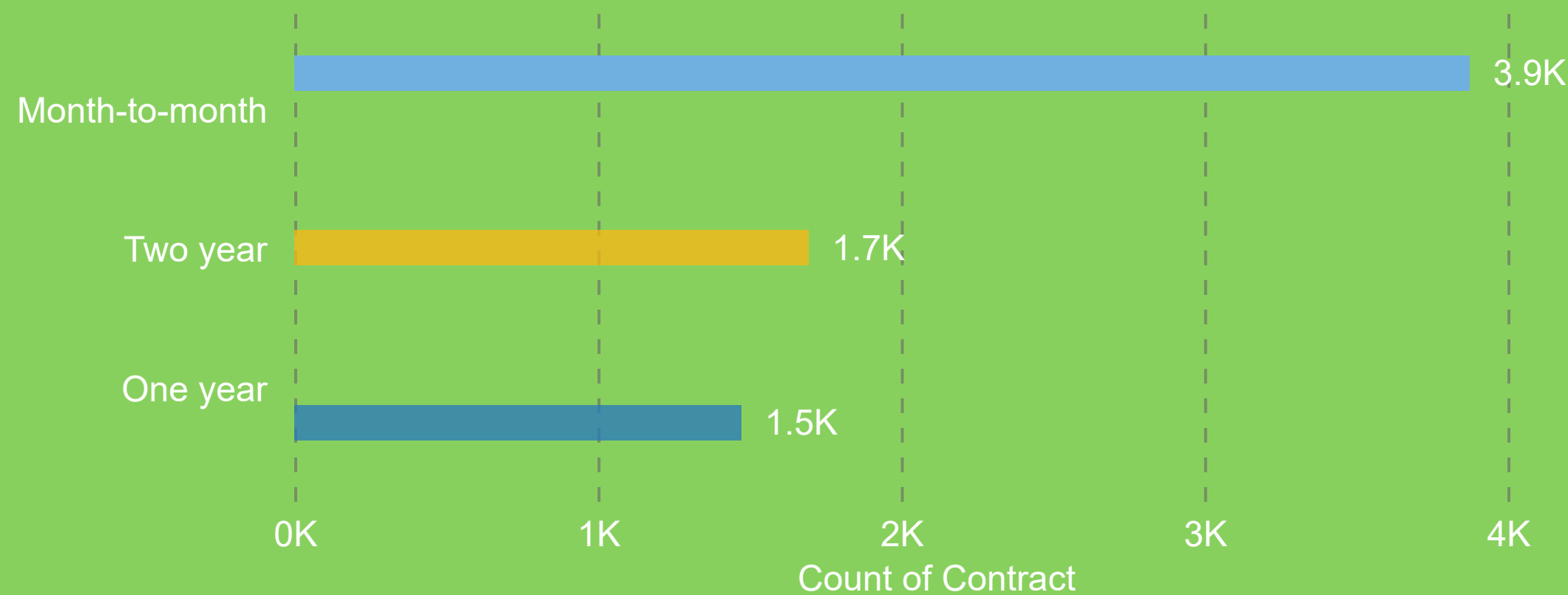
Monthly Charges

0.46M

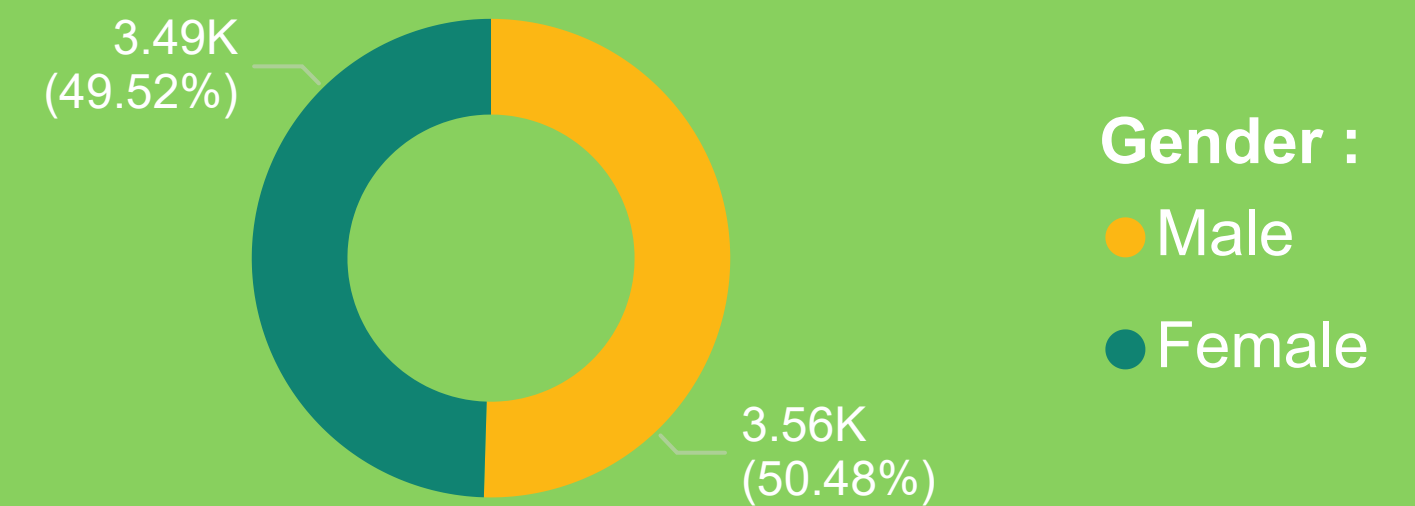
Churn Dashboard

Contract By Contract

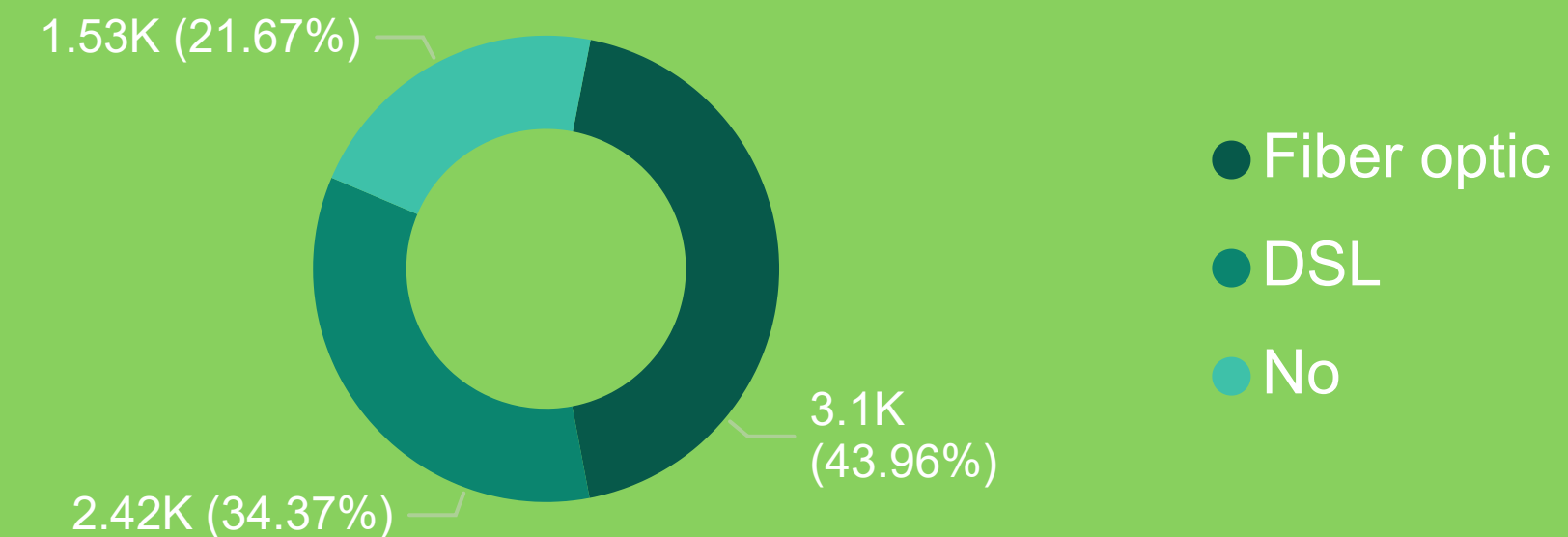
Contract Type : Month-to-month Two year One year



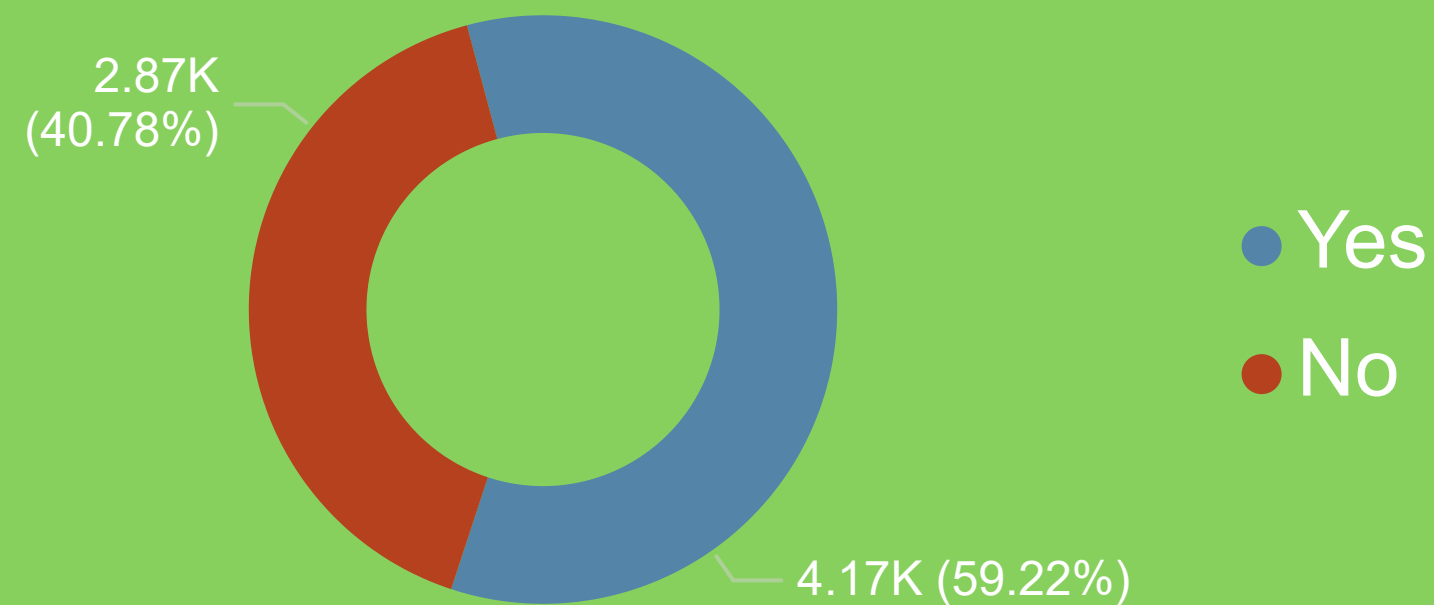
Demographics



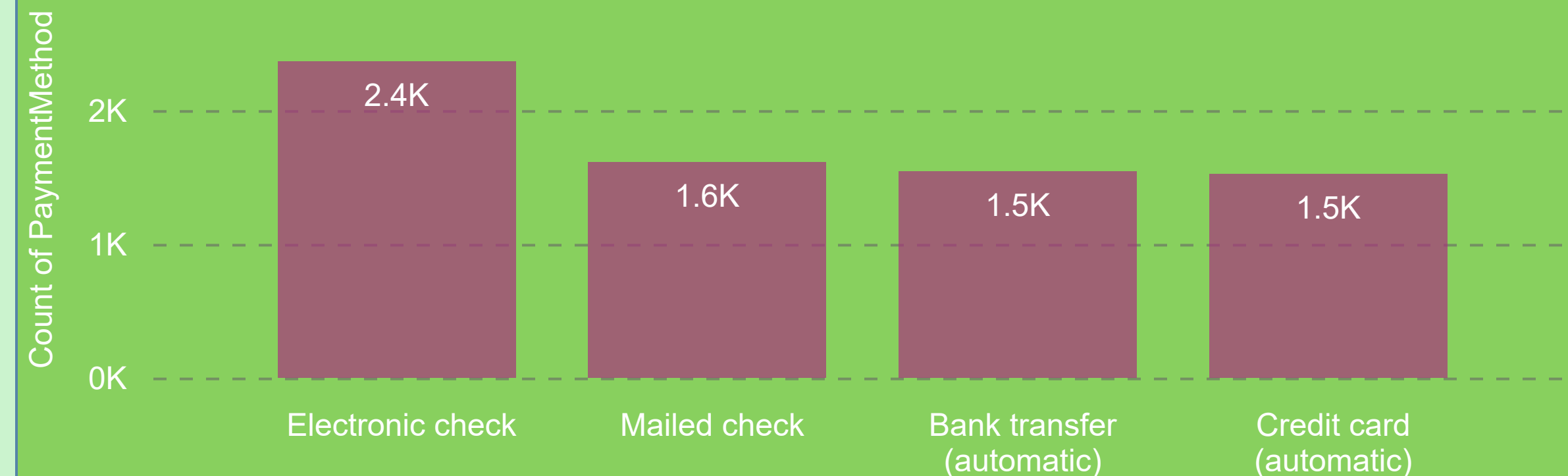
Internet Service

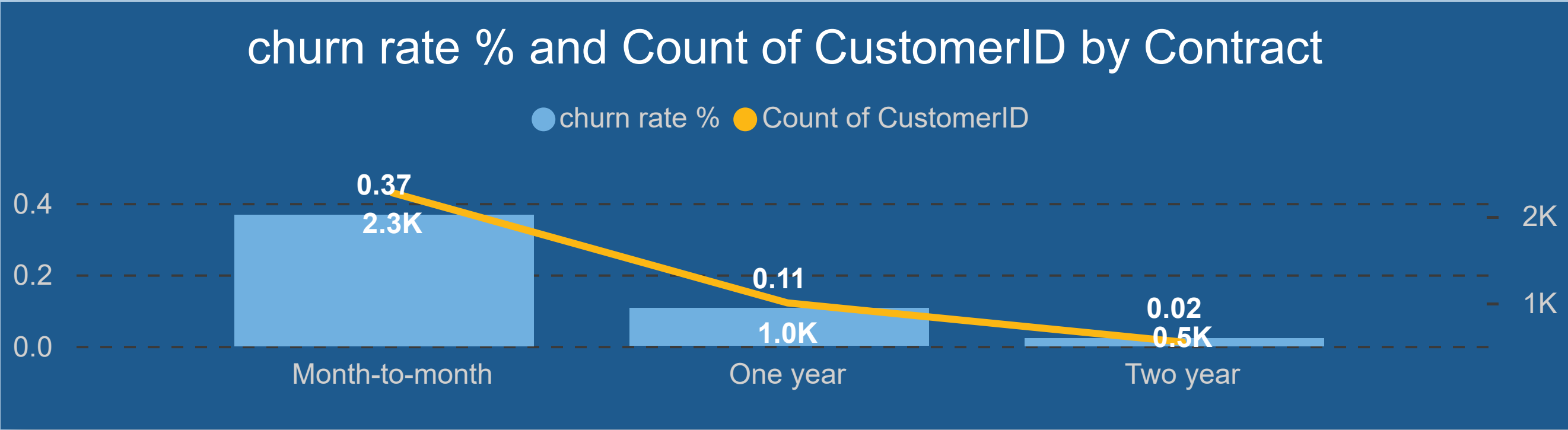
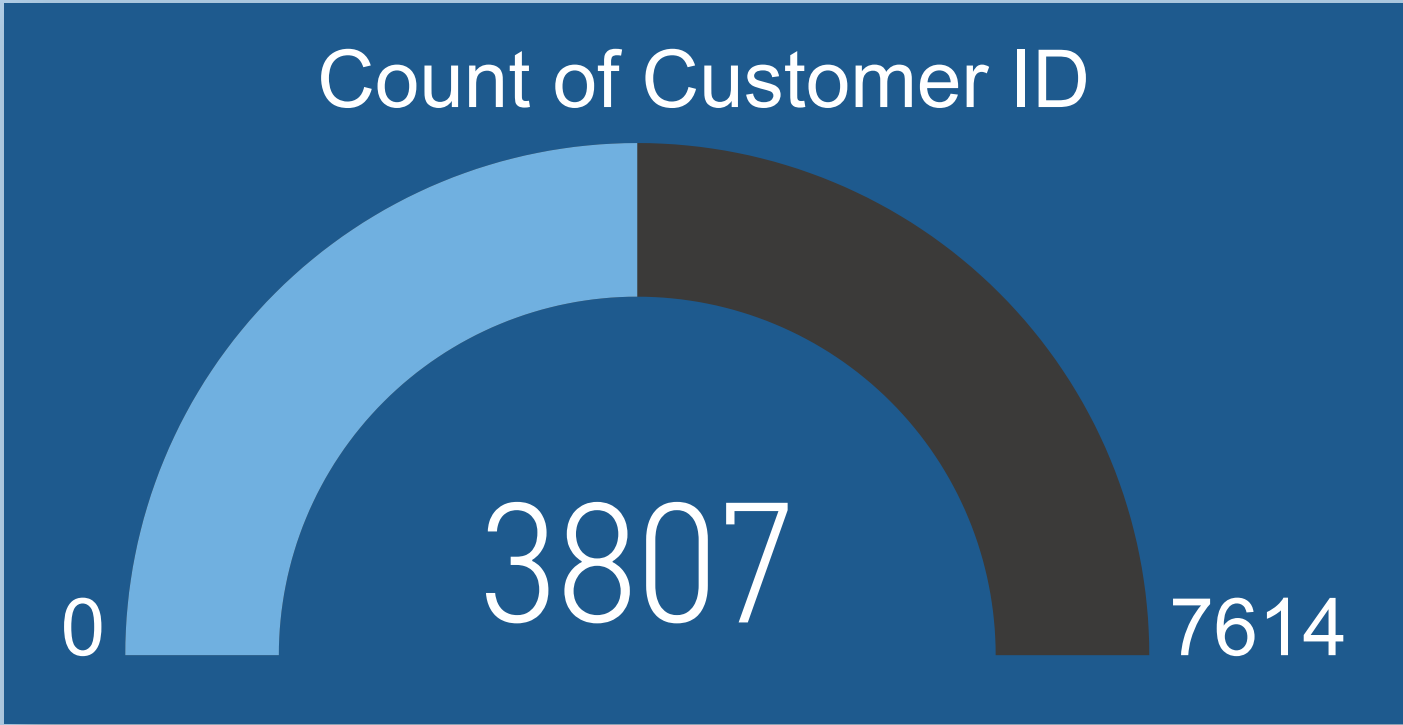


Paperless Billing



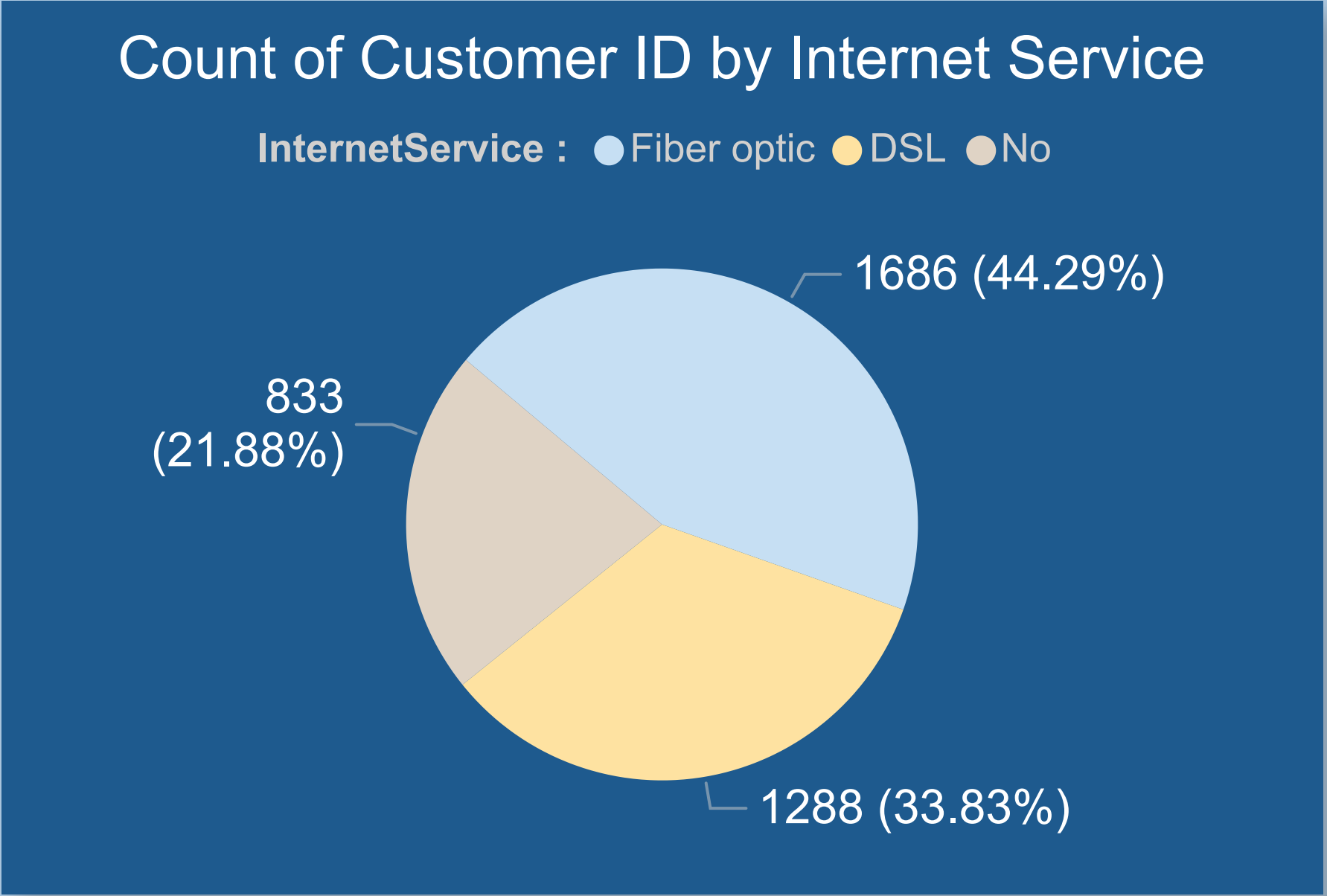
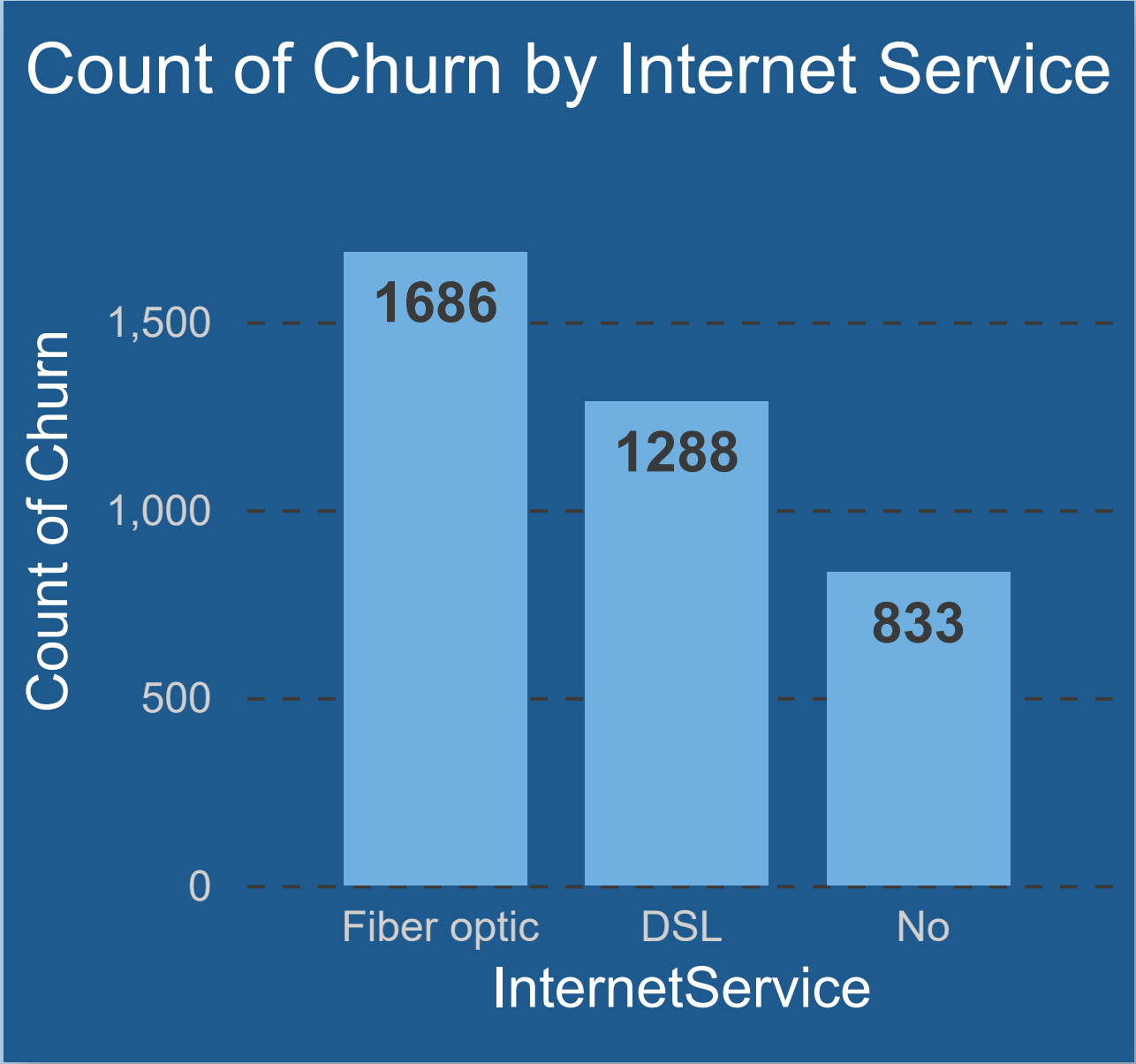
Payment Method





Internet Service :

- ☐ DSL
- ☐ Fiber optic
- ☐ No



1664

Sum of NumTechTickets

Contract :

- ☐ Month-to-month
- ☐ One year
- ☐ Two year

1899

Sum of NumAdminTickets

Churn :

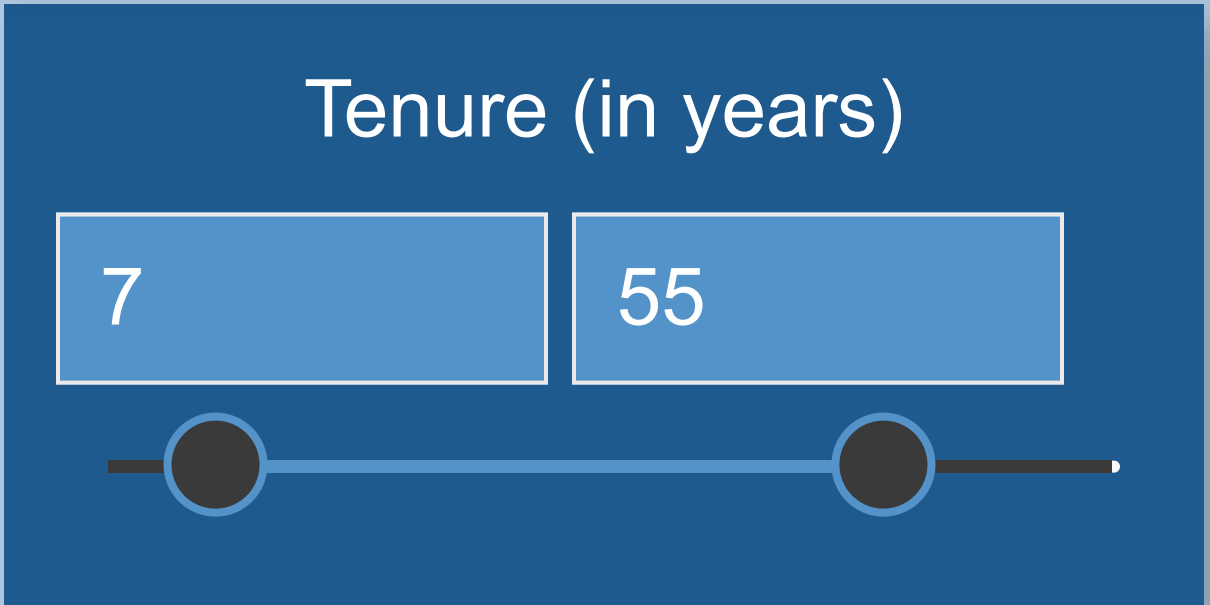
- ☐ No
- ☐ Yes

25%

churn rate %

3807

Count of Churn



Dashboard