Complain

Z\_Revenue Response

Z CostContact

0

0 0

0

```
#Importing required libraries
import numpy as np
import pandas as pd
import warnings
warnings.filterwarnings("ignore")
import seaborn as sns
import matplotlib.pyplot as plt
from scipy.stats import pointbiserialr
import requests
import pandas as pd
import io
wrl = \ 'https://github.com/satyanarayanan102/OIBSIP/blob/main/Customer%20Segmentation%20Analysis/ifood\_df%20(1).csv' to the control of the
response = requests.get(url)
data = pd.read_csv(io.StringIO(response.text))
data.head()
 ∓
                        Income Kidhome Teenhome Recency MntWines MntFruits MntMeatProducts MntFishProducts MntSweetProducts MntGoldProds ... marit
               0 58138.0
                                                             0
                                                                                       0
                                                                                                            58
                                                                                                                                   635
                                                                                                                                                                  88
                                                                                                                                                                                                             546
                                                                                                                                                                                                                                                        172
                                                                                                                                                                                                                                                                                                           88
                                                                                                                                                                                                                                                                                                                                               88
                                                                                                                                                                                                                                                              2
               1 46344 0
                                                                                                            38
                                                             1
                                                                                       1
                                                                                                                                     11
                                                                                                                                                                     1
                                                                                                                                                                                                                 6
                                                                                                                                                                                                                                                                                                             1
                                                                                                                                                                                                                                                                                                                                                 6
               2 71613.0
                                                             0
                                                                                       0
                                                                                                            26
                                                                                                                                   426
                                                                                                                                                                  49
                                                                                                                                                                                                             127
                                                                                                                                                                                                                                                        111
                                                                                                                                                                                                                                                                                                           21
                                                                                                                                                                                                                                                                                                                                               42
               3 26646.0
                                                             1
                                                                                       n
                                                                                                            26
                                                                                                                                     11
                                                                                                                                                                     4
                                                                                                                                                                                                               20
                                                                                                                                                                                                                                                           10
                                                                                                                                                                                                                                                                                                             3
                                                                                                                                                                                                                                                                                                                                                 5
               4 58293.0
                                                                                       0
                                                                                                            94
                                                                                                                                   173
                                                                                                                                                                  43
                                                                                                                                                                                                             118
                                                                                                                                                                                                                                                           46
                                                                                                                                                                                                                                                                                                           27
                                                                                                                                                                                                                                                                                                                                               15
                                                             1
             5 rows × 39 columns
data.columns
 Index(['Income', 'Kidhome', 'Teenhome', 'Recency', 'MntWines', 'MntFruits', 'MntMeatProducts', 'MntFishProducts', 'MntSweetProducts', 'MntGoldProds', 'NumDealsPurchases', 'NumWebPurchases',
                                'NumCatalogPurchases', 'NumStorePurchases', 'NumWebVisitsMonth',
                               'AcceptedCmp3', 'AcceptedCmp4', 'AcceptedCmp5', 'AcceptedCmp1',
'AcceptedCmp2', 'Complain', 'Z_CostContact', 'Z_Revenue', 'Response',
'Age', 'Customer_Days', 'marital_Divorced', 'marital_Married',
                               'marital_Single', 'marital_Together', 'marital_Widow',
'education_2n Cycle', 'education_Basic', 'education_Graduation',
'education_Master', 'education_PhD', 'MntTotal', 'MntRegularProds',
                                'AcceptedCmpOverall'],
                             dtype='object')
data.isna().sum()
           Income
                                                                            0
             Kidhome
                                                                            0
             Teenhome
                                                                            0
             Recency
                                                                            0
             MntWines
                                                                            0
             MntFruits
                                                                            a
             MntMeatProducts
                                                                            0
             MntFishProducts
             MntSweetProducts
                                                                            0
             MntGoldProds
                                                                            0
             NumDealsPurchases
                                                                            0
             NumWebPurchases
             NumCatalogPurchases
                                                                            0
             NumStorePurchases
             NumWebVisitsMonth
                                                                            0
             AcceptedCmp3
                                                                            0
             AcceptedCmp4
                                                                            0
             AcceptedCmp5
                                                                            0
             AcceptedCmp1
                                                                            0
             AcceptedCmp2
                                                                            0
```

```
Customer_Days marital_Divorced
                               0
                               0
marital_Married
marital_Single
marital_Together
                               0
                               0
marital_Widow
education_2n Cycle
education_Basic
                               0
                               0
education_Graduation
education_Master
education_PhD
                               0
{\sf MntTotal}
                               0
MntRegularProds
                               0
AcceptedCmpOverall
                               0
dtype: int64
```

#### data.info()

<class 'pandas.core.frame.DataFrame'>
RangeIndex: 2205 entries, 0 to 2204
Data columns (total 39 columns):

Data	corumns (corar 39 cor	uiii15)	•	
#	Column		Null Count	Dtype
0	Income	2205	non-null	float64
1	Kidhome	2205	non-null	int64
2	Teenhome	2205	non-null	int64
3	Recency	2205	non-null	int64
4	MntWines	2205	non-null	int64
5	MntFruits	2205	non-null	int64
6	MntMeatProducts	2205	non-null	int64
7	MntFishProducts	2205	non-null	int64
8	MntSweetProducts	2205	non-null	int64
9	MntGoldProds	2205	non-null	int64
10	NumDealsPurchases	2205	non-null	int64
11	NumWebPurchases	2205	non-null	int64
12	NumCatalogPurchases	2205	non-null	int64
13	NumStorePurchases	2205	non-null	int64
14	NumWebVisitsMonth	2205	non-null	int64
15	AcceptedCmp3	2205	non-null	int64
16	AcceptedCmp4	2205	non-null	int64
17	AcceptedCmp5	2205	non-null	int64
18	AcceptedCmp1	2205	non-null	int64
19	AcceptedCmp2	2205	non-null	int64
20	Complain	2205	non-null	int64
21	Z_CostContact	2205	non-null	int64
22	Z_Revenue	2205	non-null	int64
23	Response	2205	non-null	int64
24	Age	2205	non-null	int64
25	Customer_Days	2205	non-null	int64
26	marital Divorced	2205	non-null	int64
27	marital Married	2205	non-null	int64
28	marital Single	2205	non-null	int64
29	marital Together	2205	non-null	int64
30	marital_Widow	2205	non-null	int64
31	education 2n Cycle	2205	non-null	int64
32	education Basic	2205	non-null	int64
33	education Graduation	2205	non-null	int64
34	education_Master	2205	non-null	int64
35	education PhD	2205	non-null	int64
36	MntTotal	2205	non-null	int64
37	MntRegularProds	2205	non-null	int64
38	AcceptedCmpOverall	2205	non-null	int64
dtyp	· · · · · · · · · · · · · · · · · · ·	38)		
	ry usage: 672.0 KB	,		
	,			

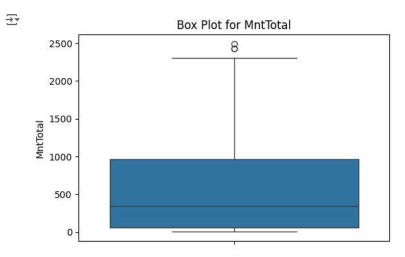
## data.nunique()

$\rightarrow$	Income	1963
	Kidhome	3
	Teenhome	3
	Recency	100
	MntWines	775
	MntFruits	158
	MntMeatProducts	551
	MntFishProducts	182
	MntSweetProducts	176
	MntGoldProds	212
	NumDealsPurchases	15
	NumWebPurchases	15
	NumCatalogPurchases	13
	NumStorePurchases	14
	NumWebVisitsMonth	16

```
2
AcceptedCmp3
AcceptedCmp4
                            2
AcceptedCmp5
AcceptedCmp1
AcceptedCmp2
                            2
Complain
Z CostContact
                            1
Z_Revenue
                            1
Response
                            2
                           56
Age
Customer_Days
                          662
{\tt marital\_Divorced}
                            2
marital_Married
                            2
marital_Single
                            2
marital_Together
                            2
marital_Widow
                            2
education_2n Cycle
                            2
education_Basic
education_Graduation
                            2
education_Master
education\_PhD
                            2
MntTotal
                          897
MntRegularProds
                          974
AcceptedCmpOverall
dtype: int64
```

data.drop(columns=['Z\_CostContact','Z\_Revenue'],inplace=True)

```
plt.figure(figsize=(6, 4))
sns.boxplot(data=data, y='MntTotal')
plt.title('Box Plot for MntTotal')
plt.ylabel('MntTotal')
plt.show()
```



```
Q1 = data['MntTotal'].quantile(0.25)
Q3 = data['MntTotal'].quantile(0.75)
IQR = Q3 - Q1
lower_bound = Q1 - 1.5 * IQR
upper_bound = Q3 + 1.5 * IQR
outliers = data[(data['MntTotal'] < lower_bound) | (data['MntTotal'] > upper_bound)]
outliers.head()
```

₹		Income	Kidhome	Teenhome	Recency	MntWines	MntFruits	MntMeatProducts	MntFish
	1159	90638.0	0	0	29	1156	120	915	
	1467	87679.0	0	0	62	1259	172	815	
	1547	90638.0	0	0	29	1156	120	915	
	3 rows	× 37 colum	nns						
	4								<b>&gt;</b>

data = data[(data['MntTotal'] > lower\_bound) & (data['MntTotal'] < upper\_bound)]
data.describe()</pre>

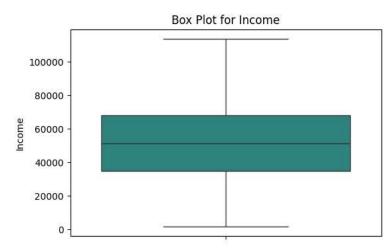


	Income	Kidhome	Teenhome	Recency	MntWines	MntFruits	Mnt
count	2202.000000	2202.000000	2202.000000	2202.000000	2202.000000	2202.000000	
mean	51570.283379	0.442779	0.507266	49.021344	304.960036	26.252044	
std	20679.438848	0.537250	0.544429	28.944211	336.135586	39.589747	
min	1730.000000	0.000000	0.000000	0.000000	0.000000	0.000000	
25%	35182.500000	0.000000	0.000000	24.000000	24.000000	2.000000	
50%	51258.500000	0.000000	0.000000	49.000000	176.500000	8.000000	
75%	68146.500000	1.000000	1.000000	74.000000	505.000000	33.000000	
max	113734.000000	2.000000	2.000000	99.000000	1493.000000	199.000000	

8 rows × 37 columns

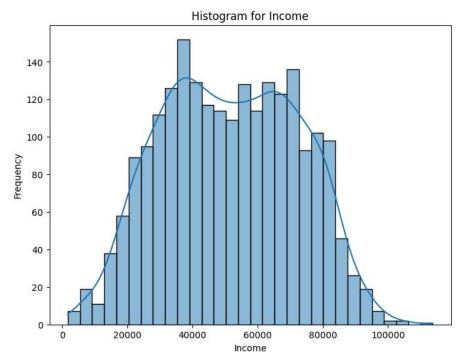
```
#Box plot and histogram for income
plt.figure(figsize=(6, 4))
sns.boxplot(data=data, y='Income', palette='viridis')
plt.title('Box Plot for Income')
plt.ylabel('Income')
plt.show()
```



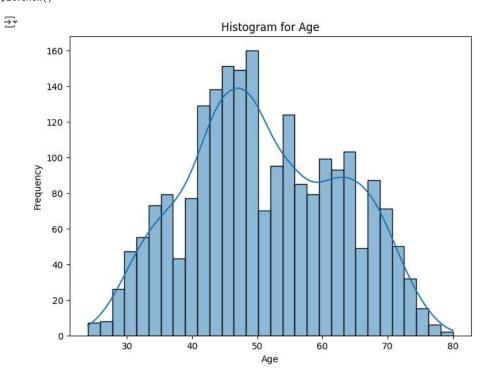


```
plt.figure(figsize=(8, 6))
sns.histplot(data=data, x='Income', bins=30, kde=True)
plt.title('Histogram for Income')
plt.xlabel('Income')
plt.ylabel('Frequency')
plt.show()
```





```
#Histogram for Age
plt.figure(figsize=(8, 6))
sns.histplot(data=data, x='Age', bins=30, kde=True)
plt.title('Histogram for Age')
plt.xlabel('Age')
plt.ylabel('Frequency')
plt.show()
```

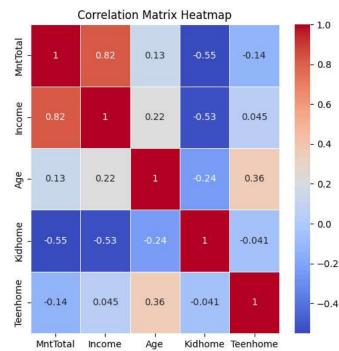


print("Skewness: %f" % data['Age'].skew())
print("Kurtosis: %f" % data['Age'].kurt())

→ Skewness: 0.091227
 Kurtosis: -0.796125

```
cols_demographics = ['Income', 'Age']
cols_children = ['Kidhome', 'Teenhome']
cols_marital = ['marital_Divorced', 'marital_Married', 'marital_Single', 'marital_Together', 'marital_Widow']
cols_mnt = ['MntTotal', 'MntRegularProds', 'MntWines', 'MntFruits', 'MntMeatProducts', 'MntFishProducts', 'MntSweetProducts', 'MntGoldProds']
cols_communication = ['Complain', 'Response', 'Customer_Days']
cols_campaigns = ['AcceptedCmpOverall', 'AcceptedCmp1', 'AcceptedCmp2', 'AcceptedCmp3', 'AcceptedCmp4', 'AcceptedCmp5']
cols_source_of_purchase = ['NumDealsPurchases', 'NumWebPurchases', 'NumCatalogPurchases', 'NumStorePurchases', 'NumWebVisitsMonth']
cols_education = ['education_2n Cycle', 'education_Basic', 'education_Graduation', 'education_Master', 'education_PhD']

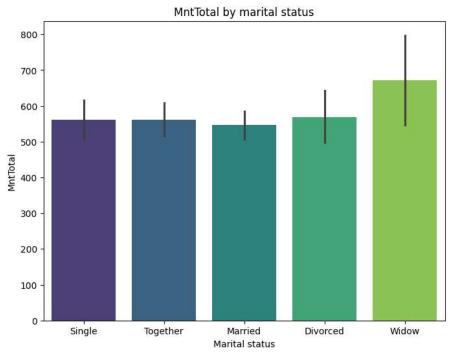
corr_matrix = data[['MntTotal']+cols_demographics+cols_children].corr()
plt.figure(figsize=(6,6))
sns.heatmap(corr_matrix, annot=True, cmap='coolwarm', linewidths=0.5)
plt.title('Correlation Matrix Heatmap')
plt.show()
```



```
for col in cols_marital:
   correlation, p_value = pointbiserialr(data[col], data['MntTotal'])
   print(f'{correlation:.4f}: Point-Biserial Correlation for {col} with p-value {p value:.4f}')
🥯 0.0053: Point-Biserial Correlation for marital Divorced with p-value 0.8041
     -0.0188: Point-Biserial Correlation for marital_Married with p-value 0.3767
    0.0011: Point-Biserial Correlation for marital_Single with p-value 0.9571
    0.0008: Point-Biserial Correlation for marital_Together with p-value 0.9708
    0.0370: Point-Biserial Correlation for marital_Widow with p-value 0.0826
for col in cols_education:
   correlation, p_value = pointbiserialr(data[col], data['MntTotal'])
   print(f'{correlation:.4f}: Point-Biserial Correlation for {col} with p-value {p_value:.4f}')
    -0.0593: Point-Biserial Correlation for education_2n Cycle with p-value 0.0054
     -0.1389: Point-Biserial Correlation for education_Basic with p-value 0.0000
    0.0159: Point-Biserial Correlation for education_Graduation with p-value 0.4551
    0.0004: Point-Biserial Correlation for education Master with p-value 0.9842
    0.0737: Point-Biserial Correlation for education_PhD with p-value 0.0005
```

```
def get_marital_status(row):
    if row['marital_Divorced'] == 1:
        return 'Divorced'
    elif row['marital_Married'] == 1:
        return 'Married'
    elif row['marital_Single'] == 1:
        return 'Single'
    elif row['marital_Together'] == 1:
        return 'Together'
    elif row['marital_Widow'] == 1:
        return 'Widow'
    else:
        return 'Unknown'
data['Marital'] = data.apply(get_marital_status, axis=1)
plt.figure(figsize=(8, 6))
sns.barplot(x='Marital', y='MntTotal', data=data, palette='viridis')
plt.title('MntTotal by marital status')
plt.xlabel('Marital status')
plt.ylabel('MntTotal')
```

#### Text(0, 0.5, 'MntTotal')



```
def get_relationship(row):
    if row['marital_Married'] ==1:
        return 1
    elif row['marital_Together'] == 1:
        return 1
    else:
        return 0
data['In_relationship'] = data.apply(get_relationship, axis=1)
data.head()
```

_	

	Income	Kidhome	Teenhome	Recency	MntWines	MntFruits	MntMeatProducts	MntFishPro
0	58138.0	0	0	58	635	88	546	
1	46344.0	1	1	38	11	1	6	
2	71613.0	0	0	26	426	49	127	
3	26646.0	1	0	26	11	4	20	
4	58293.0	1	0	94	173	43	118	

5 rows × 39 columns

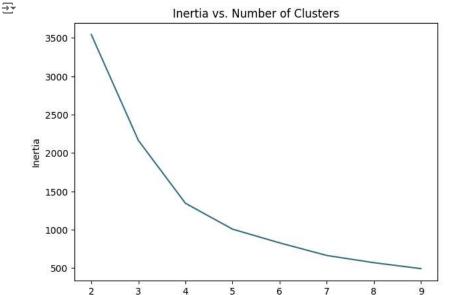
**₹** 

from sklearn.cluster import KMeans

```
from sklearn.preprocessing import StandardScaler
scaler = StandardScaler()
cols_for_clustering = ['Income', 'MntTotal', 'In_relationship']
data_scaled = data.copy()
data_scaled[cols_for_clustering] = scaler.fit_transform(data[cols_for_clustering])
data_scaled[cols_for_clustering].describe()
```

	Income	MntTotal	${\tt In\_relationship}$
count	2.202000e+03	2.202000e+03	2.202000e+03
mean	2.742785e-17	-8.873717e-17	-4.678869e-17
std	1.000227e+00	1.000227e+00	1.000227e+00
min	-2.410685e+00	-9.724232e-01	-1.348874e+00
25%	-7.926475e-01	-8.815089e-01	-1.348874e+00
50%	-1.508040e-02	-3.806058e-01	7.413589e <del>-</del> 01
75%	8.017617e-01	7.024988e <del>-</del> 01	7.413589e <del>-</del> 01
max	3.006747e+00	3.048788e+00	7.413589e-01

```
\label{from:sklearn} \mbox{from sklearn import decomposition}
pca = decomposition.PCA(n components = 2)
pca_res = pca.fit_transform(data_scaled[cols_for_clustering])
data_scaled['pc1'] = pca_res[:,0]
data_scaled['pc2'] = pca_res[:,1]
X = data_scaled[cols_for_clustering]
inertia_list = []
for K in range(2,10):
    inertia = KMeans(n\_clusters=K, random\_state=7).fit(X).inertia\_
    inertia_list.append(inertia)
plt.figure(figsize=[7,5])
plt.plot(range(2,10), inertia_list, color=(54 / 255, 113 / 255, 130 / 255))
plt.title("Inertia vs. Number of Clusters")
plt.xlabel("Number of Clusters (K)")
plt.ylabel("Inertia")
plt.show()
```

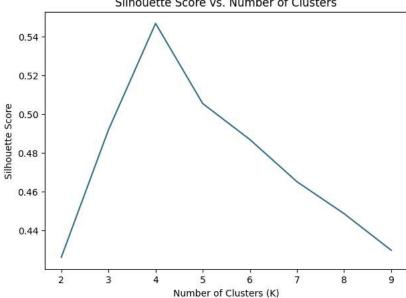


Number of Clusters (K)

```
from sklearn.metrics import silhouette_score
silhouette_list = []
for K in range(2,10):
    model = KMeans(n_clusters = K, random_state=7)
    clusters = model.fit_predict(X)
    s_avg = silhouette_score(X, clusters)
    silhouette_list.append(s_avg)
plt.figure(figsize=[7,5])
plt.plot(range(2,10), silhouette_list, color=(54 / 255, 113 / 255, 130 / 255))
plt.title("Silhouette Score vs. Number of Clusters")
plt.xlabel("Number of Clusters (K)")
plt.ylabel("Silhouette Score")
plt.show()
```

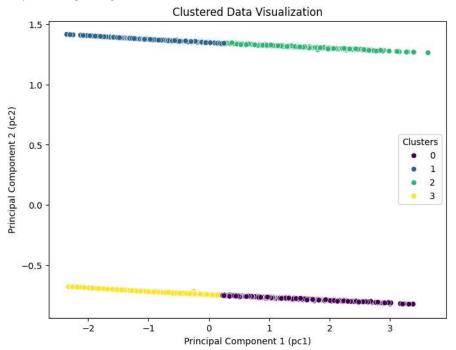
# $\overline{\mathbf{T}}$

### Silhouette Score vs. Number of Clusters



```
model = KMeans(n_clusters=4, random_state = 7)
model.fit(data_scaled[cols_for_clustering])
data_scaled['Cluster'] = model.predict(data_scaled[cols_for_clustering])
plt.figure(figsize=(8, 6))
sns.scatterplot(x='pc1', y='pc2', data=data_scaled, hue='Cluster', palette='viridis')
plt.title('Clustered Data Visualization')
plt.xlabel('Principal Component 1 (pc1)')
plt.ylabel('Principal Component 2 (pc2)')
plt.legend(title='Clusters')
```

<matplotlib.legend.Legend at 0x79fc9b13f490>



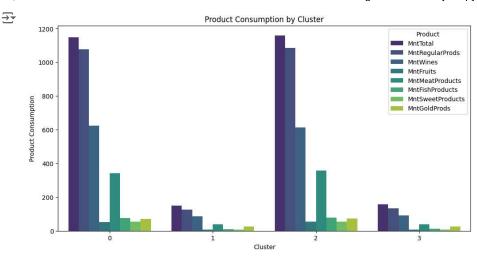
data['Cluster'] = data\_scaled.Cluster
data.groupby('Cluster')[cols\_for\_clustering].mean()

<del></del>		Income	MntTotal	In_relationship
	Cluster			
	0	71818.929329	1147.372792	1.0
	1	37332.339956	150.761589	0.0
	2	71946.155488	1159.612805	0.0
	3	37892.819883	158.463158	1.0

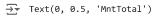
mnt\_data = data.groupby('Cluster')[cols\_mnt].mean().reset\_index()
mnt\_data.head()

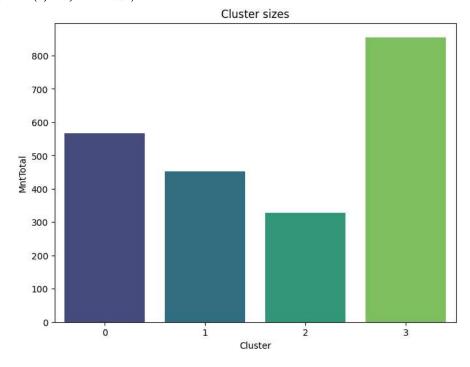
₹		Cluster	MntTotal	MntRegularProds	MntWines	MntFruits	MntMeatProducts	MntFish
	0	0	1147.372792	1076.279152	623.261484	52.489399	341.326855	
	1	1	150.761589	125.662252	85.450331	7.832230	38.774834	
	2	2	1159.612805	1085.332317	613.862805	54.929878	357.902439	
	3	3	158.463158	133.962573	92.046784	7.640936	39.438596	
	4							,

```
melted_data = pd.melt(mnt_data, id_vars="Cluster", var_name="Product", value_name="Consumption")
plt.figure(figsize=(12, 6))
sns.barplot(x="Cluster", y="Consumption", hue="Product", data=melted_data, ci=None, palette="viridis")
plt.title("Product Consumption by Cluster")
plt.xlabel("Cluster")
plt.ylabel("Product Consumption")
plt.xticks(rotation=0)
plt.legend(title="Product", loc="upper right")
plt.show()
```



```
cluster_sizes = data.groupby('Cluster')[['MntTotal']].count().reset_index()
plt.figure(figsize=(8,6))
sns.barplot(x='Cluster', y='MntTotal', data=cluster_sizes, palette = 'viridis')
plt.title('Cluster sizes')
plt.xlabel('Cluster')
plt.ylabel('MntTotal')
```





```
total_rows = len(data)
cluster_sizes['Share%'] = round(cluster_sizes['MntTotal'] / total_rows*100,0)
cluster_sizes.head()
```

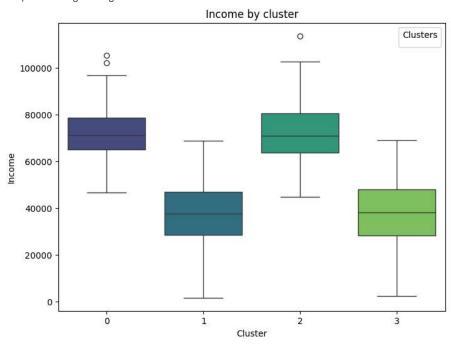
```
Cluster MntTotal Share%

0 0 566 26.0

1 1 453 21.0

plt.figure(figsize=(8, 6))
sns.boxplot(x='Cluster', y='Income', data=data, palette='viridis')
plt.title('Income by cluster')
plt.xlabel('Cluster')
plt.ylabel('Income')
plt.legend(title='Clusters')
```

WARNING:matplotlib.legend:No artists with labels found to put in legend. Note that arti <matplotlib.legend.Legend at 0x79fc983a6980>



```
plt.figure(figsize=(8, 6))
sns.scatterplot(x='Income', y='MntTotal', data=data, hue = 'Cluster', palette='viridis')
plt.title('Income by cluster')
plt.xlabel('Income')
plt.ylabel('MntTotal')
plt.legend(title='Clusters')
```

<matplotlib.legend.Legend at 0x79fc98fdfac0>

