

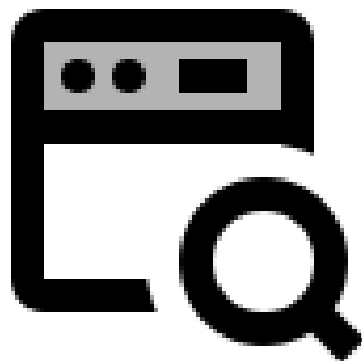


Welcome To PhoneNow

Key Performance Indicator

1. Increase tech support capacity for fiber optic customer and lower tickets per customer to 0.5
2. Increase sale of 1 and 2 year contracts by 5% each
3. Yearly increase of automatic payments by 5%

Churn Dashboard



- Demographics
- Customer account information
- Services

Customers Risk Analysis



- Internet Service
- Type of contract
- Payment Method



Customer Churn Dashboard

Customers at Risk

1869

No.of.Tech Tickets

2173

No.of Admin Tickets

885

Total Charges

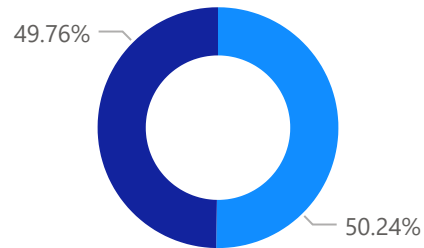
\$2.86M

Monthaly Charges

\$139.13K

DEMOGRAPHIC

Female Male

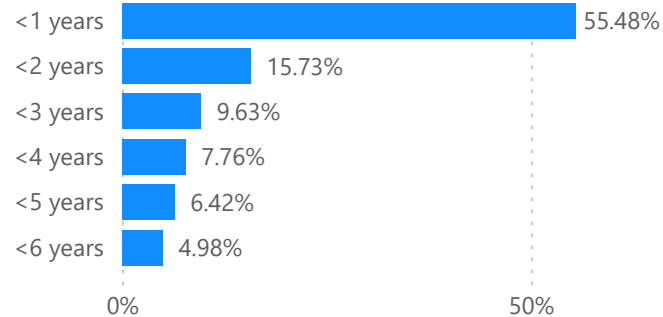


25%
Senior Citizen

36%
Partner

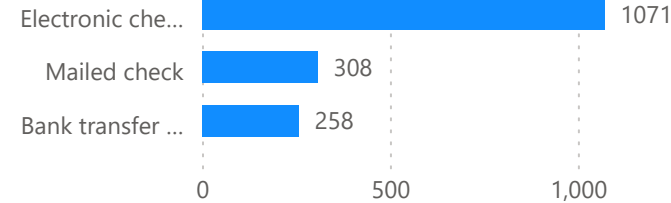
0
Dependents

Subscription Time

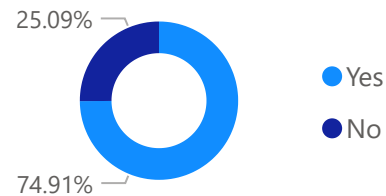


Customer Account Information

Payment Method



PaperlessBilling

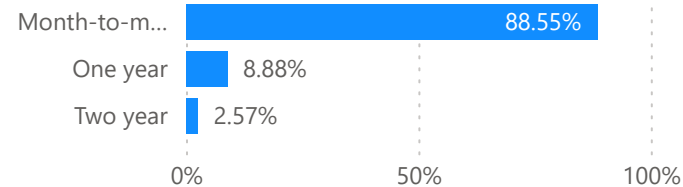


Averages Charges

\$74.44
MonthlyCharges

\$1,531.80

Type of Contract



Services

91%
Phone Service

Multiple Lines → 50.03% 49.97%
Yes No

44%
Streaming Movies

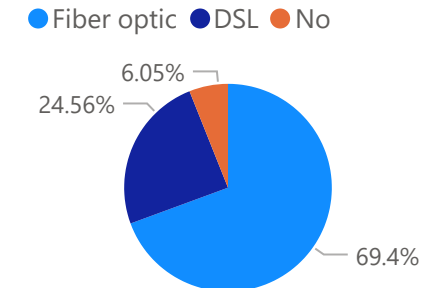
44%
Streaming TV

29%
Device protection

28%
Online Backup

17%
Tech Support

16%
Security





Customer Risk Analysis

Total Customer

 **7043**

Churn Rating

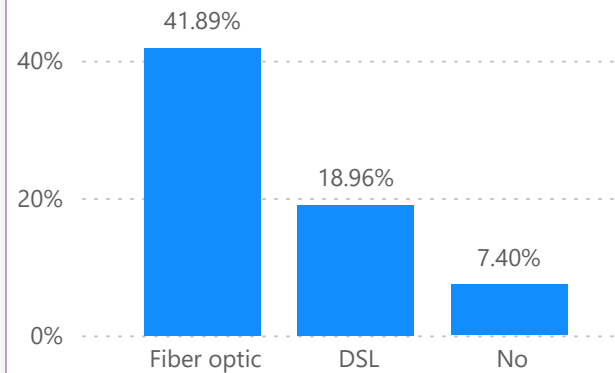
26.54%

Yearly Charges

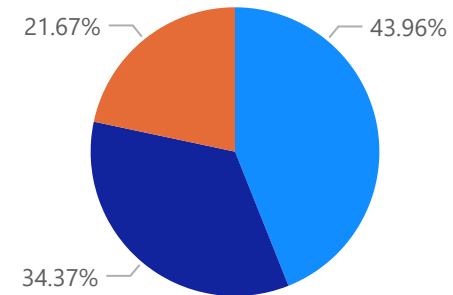
\$16.06M

3632
AdminTickets
2955
TechTickets

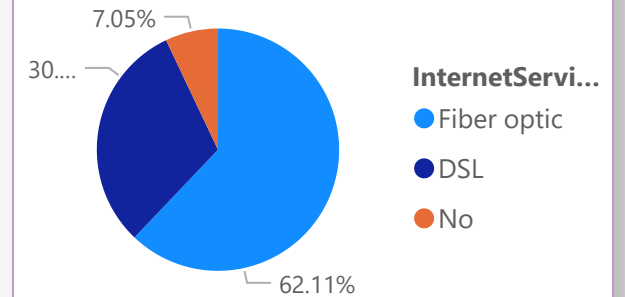
InternetService Rating



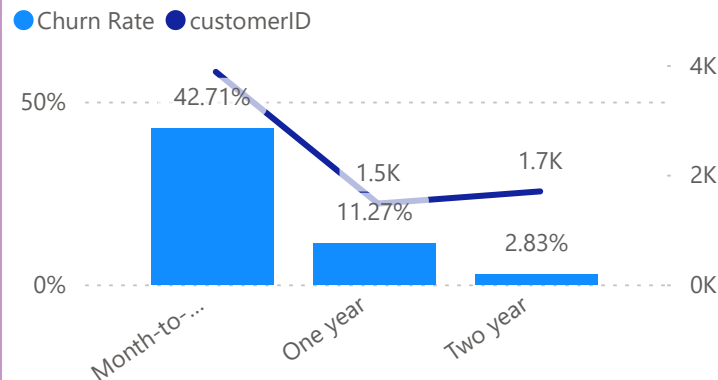
Customer By Internet Services



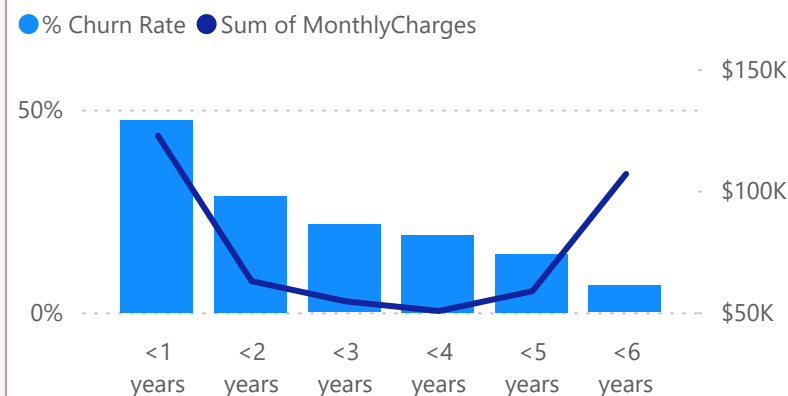
Sum Of Monthly Charges



Type Of Contract



Years Of Contract



Churn By PaymentMethod

