Hi Shivam,

I’m Janet, Retention Manager here at Celcom. Before you start working on our dashboard, let me provide you with some inputs

• Customers who left within the last month .

• Services each customer has signed up for: phone, multiple lines, internet, online security, online backup, device protection, tech support, and streaming TV and movies.

• Customer account information: how long as a customer, contract, payment method, paperless billing, monthly charges, total charges and number of tickets opened in the categories administrative and technical.

• Demographic info about customers – gender, age range, and if they have partners and dependents Looking forward to hearing from you.

Best regards, Jane