**Problem & background**

### A Telecom Customer Company providing a data related to their customers (Data Source- Maven Analytics). The data includes,Customer ID,demographic information of the customers, and various services used by the customer, customer’s monthly charges and average revenue generated by the customer, also provide data about customer’s status i.e. Churned, Stayed, Joined. From this data we have to find out the useful information that helps us to identified that how many customer joined the company? And also find out the customer profile for a customer that churned, joined, and stayed?

**Solution**

To find out the information from the data , I will prefer the Microsoft Excel . With the help of excel , I will do the data cleaning and then with the help of Excel, We will use slicer, Pivot table and various charts to generates insights and a good looking dashboard.

**Methodology & Project scope**

### From this data set our final motive is to find out some questions , and with the help of analysis it is easy to us . With the help of Excel we will do some Calculation, and make data Understandable.

1. **In the starting we will arrange the 3 data sheet in one one excel book . That help us to find information in one book**
2. **After arranged the sheet we will do some basics operation, like find out the blanks cells, Duplicate values that helps us to understand data.**
3. **Important information is given in Data dictionary. Which contains 3 columns and a lot of important information about the data.**
4. **After reading the Data dictionary , I will use the Pivot table to generated the information . and also use of slicers , and also perform the operations.**
5. **In the last step Visualization is generated right after the pivot table and also answered some of the important questions of my analysis.**

**Goals & KPIs**

* **Goal 1: Create data understandable**
* **Goal 2: Creating pivot tables and generate a structured data by using which we can visualize the data and generate insights.**
* **Goal 3: Visualizing the data and answering the question on the basis of our analysis.**

**Concepts Used**

* **Concept 1: PIVOT Table, Filters, Slicers**
* **Concept 2: Grouping, Average, Max, Min**
* **Concept 3: Charts**

**Conclusion**

With the help of this analysis , the visualization makes easy to understand the problem , that why customer why customer churn is happening and also will provide some crucial suggestion to minimize the Customer churn.

**Project owner**

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