

1. Which are the top three variables in your model which contribute most towards the probability of a lead getting converted?

Ans- We know that the relationship between $\ln(\text{odds})$ of 'y' and feature variable "X" is much more intuitive and easier to understand. The equation is:

$$\ln(\text{odds}) = -1.0565 * \text{const} + 0.1944 * \text{TotalVisits} + 1.0574 * \text{Time Spent} - 0.3186 * \text{Free Copy} - 1.0199 * \text{Lead Origin_Landing Page Submission} + 4.4017 * \text{Lead Origin_Lead Add Form} + 1.2101 * \text{Lead Source_Olark Chat} - 1.1764 * \text{Lead Source_Reference} - 1.1921 * \text{Last Activity_Email Bounced} + 0.8166 * \text{Last Activity_Email Opened} - 0.6859 * \text{Last Activity_Olark Chat Conversation} + 0.6463 * \text{Last Activity_Others} - 1.9097 * \text{Last Activity_SMS Sent} - 1.1380 * \text{Specialization_Not Specified} + 2.6908 * \text{Current Occupation_Working Professional}$$

From the above equation, we can clearly see that Lead_Origin, Current_Occupation, Last activity are the top three variables in our model which contribute most towards the probability of a lead getting converted.

2. What are the top 3 categorical/dummy variables in the model which should be focused the most on in order to increase the probability of lead conversion?

Ans-
1. Lead Origin Add Form
2. Lead Occupation Working Professional
3. Last Activity SMS sent

3. X Education has a period of 2 months every year during which they hire some interns. The sales team, in particular, has around 10 interns allotted to them. So during this phase, they wish to make the lead conversion more aggressive. So they want almost all of the potential leads (i.e. the customers who have been predicted as 1 by the model) to be converted and hence, want to make phone calls to as much of such people as possible. Suggest a good strategy they should employ at this stage.

Ans-

- It's good to collect data often and run the model and get updated with the potential leads. There is a belief that the best time to call your potential leads is within few hours after the lead shows interest in the courses.
- It's good to understand about lead from the available profile information and group similar kind of leads.

- Along with phone calls, it's good to mail the leads also to keep them reminding as email is as powerful as cold calling.
- While mailing, it is good to send personalized message for different set of leads as it will have positive impact on leads.
- Generally, it take 5 - 6 calls to successfully convert a lead, so if we focus on reducing it to 3 to 4 attempts by taking appointments and calling, sending emails and providing right information and keep the leads in touch, there will be more time available which can be used to convert still more leads.

Also conclude following points from model:

- The customer/leads who fills the form are the potential leads.
 - We must majorly focus on working professionals.
 - We must majorly focus on leads whose last activity is SMS sent or Email opened.
 - It's always good to focus on customers, who have spent significant time on our website.
 - It's better to focus least on customers to whom they sent mail is bounced back.
 - If the lead source is referral, he/she may not be the potential lead.
 - If the lead didn't fill specialization, he/she may not know what to study and are not right people to target. So, it's better to focus less on such cases
4. Similarly, at times, the company reaches its target for a quarter before the deadline. During this time, the company wants the sales team to focus on some new work as well. So during this time, the company's aim is to not make phone calls unless it's extremely necessary, i.e. they want to minimize the rate of useless phone calls. Suggest a strategy they should employ at this stage.

Ans- In situations where a company aims to avoid making phone calls while also ensuring that potential leads are not lost, a viable approach is to identify the "hot leads" with higher conversion rates and focus on contacting them.

Using a lead score threshold of 35%, our final model identifies these potential leads with a conversion rate of approximately 73%.

When the company wants the sales team to prioritize new tasks, the lead score threshold can be raised to 95%, resulting in an increased conversion rate of 96%.

As these hot leads are easier to convert, this saves time and ensures that potential leads are not lost. Additionally, we can maintain contact with other potential leads through email or other communication channels, keeping them informed about available programs or courses.