**This is the problems for the phone now analysis**

* Previously the analysis on their calls such as their reasons for the calls, answered calls and unanswered calls
* The Dashboard also contained their agent performance, speed of answer of calls and the resolved issues on the call.
* Now they have come up with the problem statement on their customers who are leaving their services.

**The problem statements are :**

* 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