

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

Ans. The primary variables influencing the outcome include:

- Time Spent on the Website
- Number of Visits
- Lead Source, particularly from Google

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. The top three categorical or dummy variables that can enhance the probability are:

- Lead Source: Google
- Lead Source: Direct Traffic
- Lead Source: Organic Search

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. Phone calls must be done to people if:

- They spend a lot of time in the website and this can be done by making the website interesting and thus bringing them back to the site.
- They are seen coming back to the website repeatedly
- Their last activity is through SMS or through Olark chat conversation
- They are working professionals

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 this scenario, it is advisable to prioritize other methods such as automated emails and SMS. Phone calls should be reserved for emergencies. The aforementioned strategy should be applied primarily to customers who have a high likelihood of purchasing the course.