

# Course Notes Part 1--Setup

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In this project, we use supervised learning to identify customers who are likely to churn in the future. Furthermore, we will analyze the top factors that influence user retention.

## Bank Customer Churn Prediction

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And for different companies, they define the term churn differently, so first we have to know the definition of churn:

Here in this context: For an account, if the user had cash flow before in this account, and at some point stopped using.

## Set up google environment/Data collection

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Read data as a Pandas DataFrame object that you can manipulate:

```
import pandas as pd
import numpy as np

# 1) Place your data file in the same directory as your Python script
(or provide an absolute/path).

# 2) Simply read the CSV file using pandas:

dataframe = pd.read_csv('bank.data.csv')
# Now 'dataframe' is a Pandas DataFrame object that you can manipulate:
print(dataframe.head())

# If you need to do numeric computations, you can either work directly
with the DataFrame,
# or you can convert columns to NumPy arrays:
array_data = dataframe.values # returns a NumPy array of the entire
DataFrame
print(array_data)
```