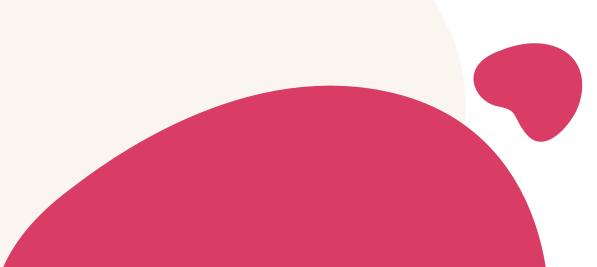
E-Ticaret Müşteri Segmentasyonu ve RFM Analizi

Hazırlayan Zeliha SEZGİN





İÇINDEKİLER

01.

Giriş

04.

Makine Öğrenmesi

02.

Veri Ön İşleme & Temizleme

05.

Dashboard

03.

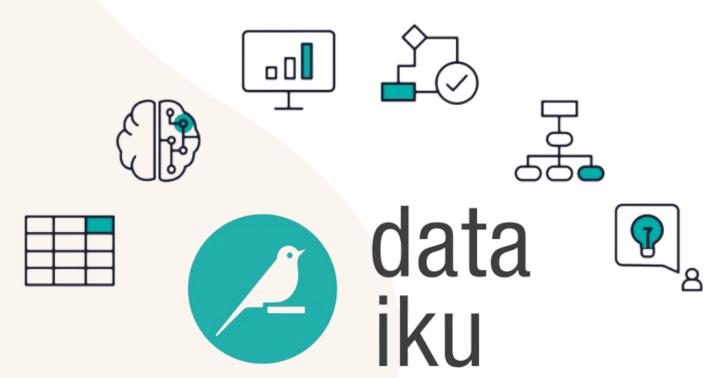
Veri Analizi

06.

Streamlit



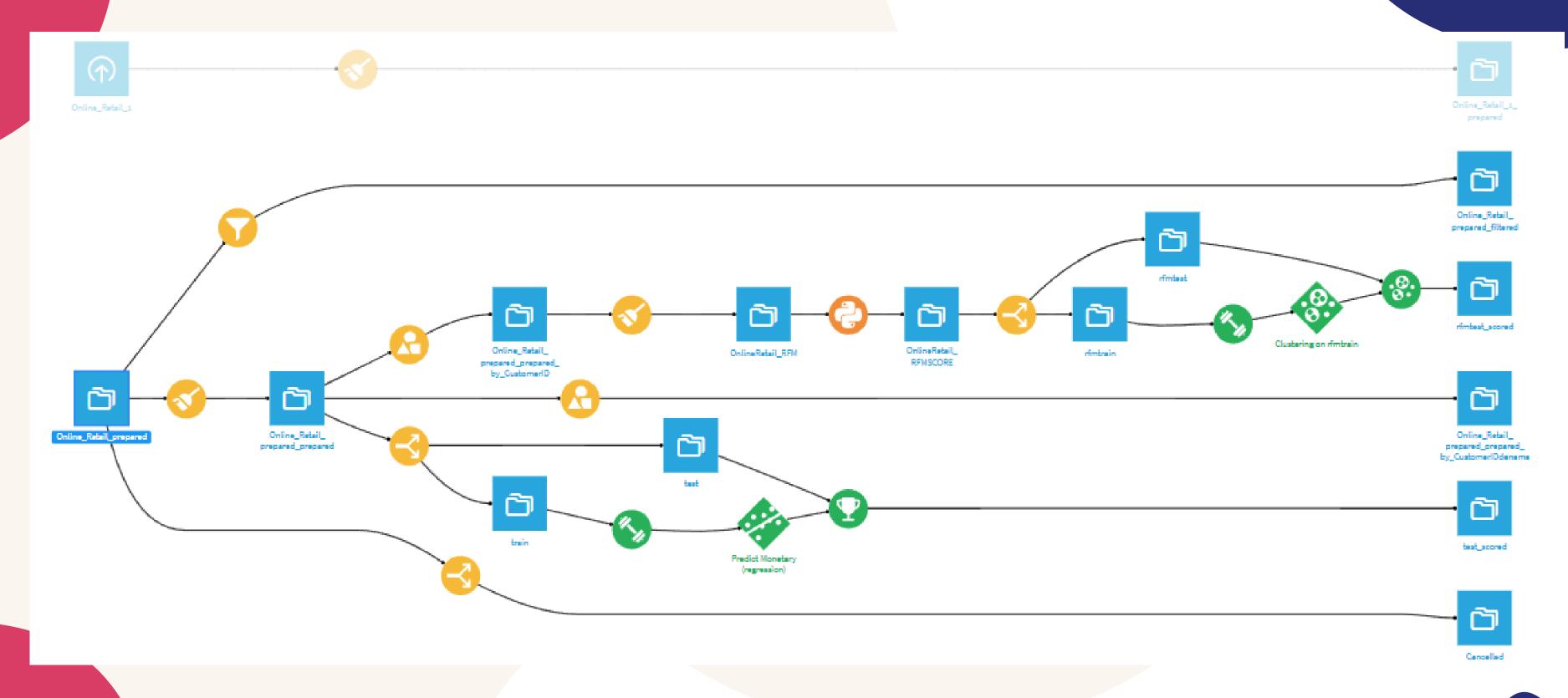
- UCI Machine Learning Repository, Online Retail, 01/12/2010 ile 09/12/2011 tarihleri arasında İngiltere merkezli ve kayıtlı mağazasız bir çevrimiçi perakendeci için gerçekleşen tüm işlemleri içeren 541,909 kayıt bulunduran bir veri setidir ve .csv dosyası şeklindedir.
- Veri Ön İşleme & Temizleme
- Keşifsel Veri Analizi (EDA)
- Veri Görselleştirme
- Makine Öğrenmesi Uygulaması
- Uygulama Arayüzü



VERI SETI DEĞİŞKENLERİ

- InvoiceNo: Fatura numarası. Nominal, her işleme benzersiz olarak atanan 6 haneli tam sayı. Bu kod 'c' harfiyle başlıyorsa, iptal olduğunu gösterir.
- StockCode: Ürün (kalem) kodu. Nominal, her farklı ürüne benzersiz olarak atanan 5 haneli tam sayı.
- Description: Ürün (kalem) adı. Nominal.
- Quantity: İşlem başına her ürünün (kalem) miktarı. Sayısal.
- InvoiceDate: Fatura tarihi ve saati. Sayısal, her işlemin oluşturulduğu gün ve saat.
- UnitPrice: Birim fiyat. Sayısal, Ürün birim fiyatı sterlin cinsinden.
- CustomerID: Müşteri numarası. Nominal, her müşteriye benzersiz olarak atanan 5 haneli tam sayı.
- Country: Ülke adı. Nominal, her müşterinin ikamet ettiği ülkenin adı.

FLOW CHART



Veri Ön İşleme & Temizleme

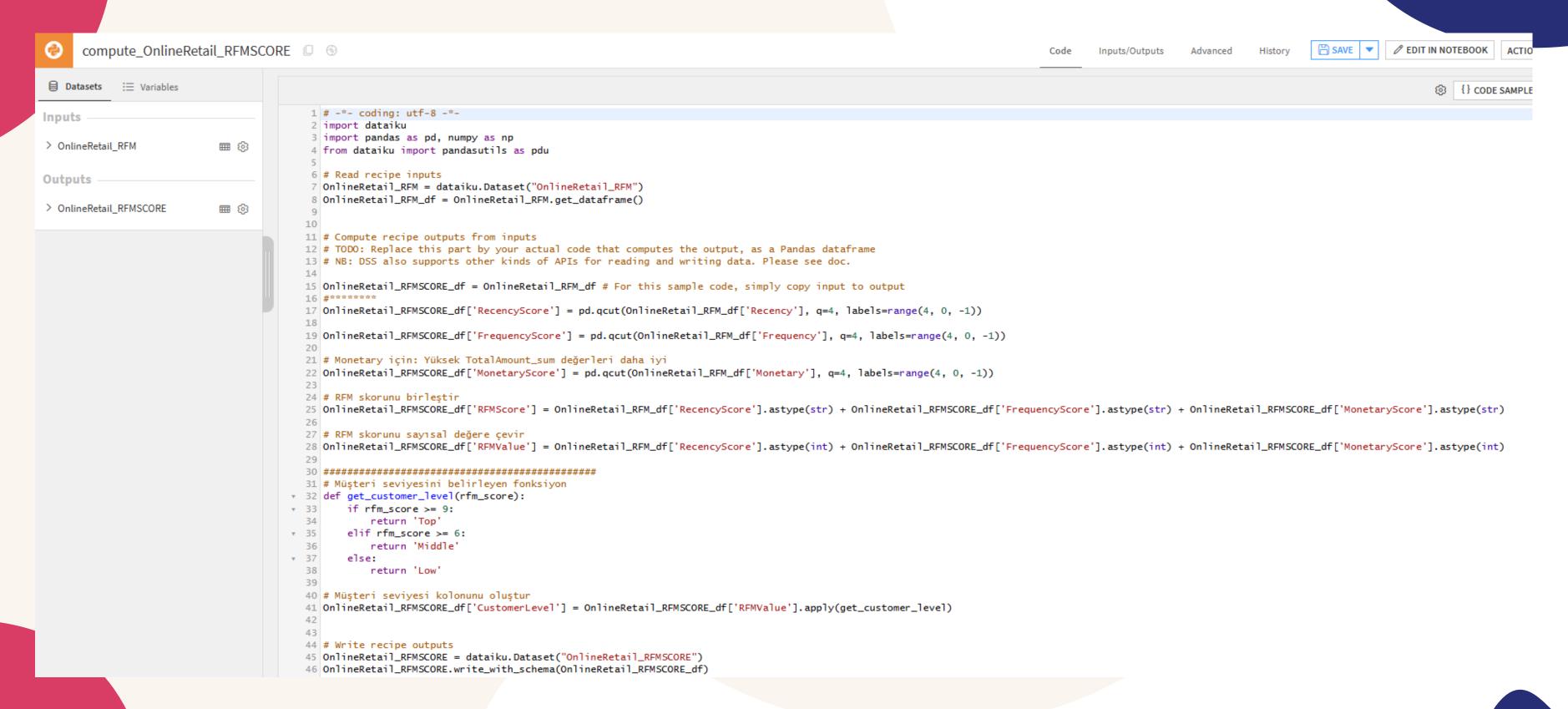
First 10,000 rows out of 541,909 StockCode Description InvoiceDate UnitPrice string string Sample) First 10,000 rows out of 541,909 () Date (unparse 536365 85123A WHITE HANGING HEART T-LIGHT HOLDER 6 12/1/10 8:26 2.55 17850 United Kingdom 536365 71053 WHITE METAL LANTERN 6 12/1/10 8:26 3.39 17850 United Kingdom 536365 84406B CREAM CUPID HEARTS COAT HANGER 8 12/1/10 8:26 2.75 17850 United Kingdom StockCode1 Stock_Code_Variant1 UnitPrice Country 536365 84029G KNITTED UNION FLAG HOT WATER BOTTLE 6 12/1/10 8:26 3.39 17850 United Kingdom string RED WOOLLY HOTTIE WHITE HEART. Date (unparsed 6 12/1/10 8:26 3.39 536365 84029E 17850 United Kingdom WHITE HANGING HEART T-LIGHT HOLDER 536365 12/1/10 8:26 85123 A 2.55 United Kingdom 7.65 536365 22752 SET 7 BABUSHKA NESTING BOXES 2 12/1/10 8:26 17850 United Kingdom 17850 536365 12/1/10 8:26 71053 WHITE METAL LANTERN 3.39 United Kingdom 536365 21730 GLASS STAR FROSTED T-LIGHT HOLDER 6 12/1/10 8:26 4.25 17850 United Kingdom 17850 536365 12/1/10 8:26 84406 B CREAM CUPID HEARTS COAT HANGER 2.75 United Kingdom 1.85 536366 22633 HAND WARMER UNION JACK 6 12/1/10 8:28 17850 United Kingdom 17850 536365 12/1/10 8:26 84029 (KNITTED UNION FLAG HOT WATER BOTTLE 3.39 United Kingdom 536366 22632 HAND WARMER RED POLKA DOT 6 12/1/10 8:28 1.85 17850 United Kingdom RED WOOLLY HOTTIE WHITE HEART. 17850 536365 12/1/10 8:26 84029 F 3.39 United Kingdom 1.69 536367 84879 ASSORTED COLOUR BIRD ORNAMENT 32 12/1/10 8:34 13047 United Kingdom 17850 536365 12/1/10 8:26 22752 SET 7 BABUSHKA NESTING BOXES 7.65 United Kingdom 536367 22745 POPPY'S PLAYHOUSE BEDROOM 6 12/1/10 8:34 2.1 13047 United Kingdom 17850 536365 12/1/10 8:26 21730 GLASS STAR FROSTED T-LIGHT HOLDER 4.25 United Kingdom 2.1 536367 22748 POPPY'S PLAYHOUSE KITCHEN 6 12/1/10 8:34 13047 United Kingdom 17850 536366 12/1/10 8:28 22633 HAND WARMER UNION JACK 1.85 United Kingdom 536367 22749 FELTCRAFT PRINCESS CHARLOTTE DOLL 3.75 8 12/1/10 8:34 13047 United Kingdom 17850 536366 12/1/10 8:28 22632 HAND WARMER RED POLKA DOT 1.85 United Kingdom 13047 United Kingdom 536367 22310 IVORY KNITTED MUG COSY 6 12/1/10 8:34 1.65 13047 536367 12/1/10 8:34 84879 ASSORTED COLOUR BIRD ORNAMENT 1.69 United Kingdom 536367 84969 BOX OF 6 ASSORTED COLOUR TEASPOONS 6 12/1/10 8:34 4.25 13047 United Kingdom 13047 536367 12/1/10 8:34 POPPY'S PLAYHOUSE BEDROOM 2.1 United Kingdom 22623 BOX OF VINTAGE JIGSAW BLOCKS 4.95 536367 3 12/1/10 8:34 13047 United Kingdom 13047 536367 12/1/10 8:34 22748 POPPY'S PLAYHOUSE KITCHEN 2.1 United Kingdom 22622 BOX OF VINTAGE ALPHABET BLOCKS 536367 2 12/1/10 8:34 9.95 13047 United Kingdom FELTCRAFT PRINCESS CHARLOTTE DOLL 13047 536367 12/1/10 8:34 3.75 United Kingdom 536367 21754 HOME BUILDING BLOCK WORD 5.95 13047 United Kingdom 13047 536367 12/1/10 8:34 22310 IVORY KNITTED MUG COSY 1.65 United Kingdom 536367 21755 LOVE BUILDING BLOCK WORD 3 12/1/10 8:34 5.95 13047 United Kingdom 13047 536367 12/1/10 8:34 84969 BOX OF 6 ASSORTED COLOUR TEASPOONS 4.25 United Kingdom 536367 21777 RECIPE BOX WITH METAL HEART 4 12/1/10 8:34 7.95 13047 United Kingdom 13047 536367 12/1/10 8:34 22623 BOX OF VINTAGE JIGSAW BLOCKS 4.95 United Kingdom 536367 48187 DOORMAT NEW ENGLAND 4 12/1/10 8:34 7.95 13047 United Kingdom BOX OF VINTAGE ALPHABET BLOCKS 13047 536367 12/1/10 8:34 22622 9.95 United Kingdom 536368 22960 JAM MAKING SET WITH JARS 6 12/1/10 8:34 4.25 13047 United Kingdom 13047 536367 12/1/10 8:34 21754 HOME BUILDING BLOCK WORD 5.95 United Kingdom 536368 22913 RED COAT RACK PARIS FASHION 3 12/1/10 8:34 4.95 13047 United Kingdom 13047 536367 12/1/10 8:34 21755 LOVE BUILDING BLOCK WORD 5.95 United Kingdom 536368 22912 YELLOW COAT RACK PARIS FASHION 3 12/1/10 8:34 4.95 13047 United Kingdom 13047 RECIPE BOX WITH METAL HEART 536367 12/1/10 8:34 21777 7.95 United Kingdom 536368 4.95 22914 BLUE COAT RACK PARIS FASHION 3 12/1/10 8:34 13047 United Kingdom 13047 536367 12/1/10 8:34 48187 DOORMAT NEW ENGLAND 7.95 United Kingdom 536369 21756 BATH BUILDING BLOCK WORD 3 12/1/10 8:35 5.95 13047 United Kingdom 13047 536368 12/1/10 8:34 JAM MAKING SET WITH JARS 4.25 United Kingdom 22960 13047 536368 12/1/10 8:34 22913 RED COAT RACK PARIS FASHION 4.95 United Kingdom 13047 536368 12/1/10 8:34 YELLOW COAT RACK PARIS FASHION 4.95 United Kingdom BLUE COAT RACK PARIS FASHION 13047 536368 12/1/10 8:34 22914 4.95 United Kingdom 13047 536369 12/1/10 8:35 BATH BUILDING BLOCK WORD 5.95 United Kingdom

Veri Ön İşleme & Temizleme

Whole data 2,997 rows									
Q									
			∷ InvoiceDate_max			ii count			
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Integer	Integer	Integer	Date only	Integer		Integer			
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12348	5		2011-05-04	5131	367.0	5			
12350	17	1	2011-02-02	5222	334.40000000000003	17			
12352	23	3	2011-03-11	5252	1296.3800000000006	23			
12355	13	1	2011-09-05	5007	459.4	13			
12356	21	1	2011-08-04	5039	481.46	21			
12357	131	1	2011-06-11	5093	6207.669999999996	131			
12358	19	2	2011-12-07	5031	1168.06	19			
12359	143	3	2011-12-01	5190	3495.7300000000014	143			
12362	110	5	2011-11-10	5154	2135.7899999999995	110			
12363	16	1	2011-11-04	4947	299.1	16			
12364	27	1	2011-02-12	5212	310.31999999999994	27			
12367	11	1	2011-05-12	5123	168.9	11			
12370	48	1	2011-10-03	4979	938.3900000000002	48			
12371	62	1	2011-11-10	4941	1527.9600000000003	62			
12372	19	1	2011-11-05	4946	515.7	19			
12373	14	1	2011-01-02	5253	364.6	14			
12375	11		2011-02-09	5215	230.300000000000004	11			
12378	219	1	2011-02-08	5216	4008.6200000000013	219			
12380	36		2011-07-06	5068	607,5500000000001	36			
12381	87		2011-12-10	5123	1845,3100000000006	87			
12383	36		2011-12-01	5037	750.6099999999999	36			
12384	27		2011-11-11	4974	585.2700000000001	27			
12386	10		2011-06-01	5396	401.9000000000000	10			
12388	16		2011-09-03	5072	334.95	16			
12393	36	2	2011-11-01	5039	884.1	36			

Whole data 2	,997 rows				
Q					
∷ CustomerID	:: InvoiceDate_max	∷ AnalyzeDate	Recency		:: Monetary
bigint	date only	date only	bigint	bigint	double
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12350	2011-02-02	2025-05-21	5222	17	334.400000000000003
12352	2011-03-11	2025-05-21	5185	23	1296.3800000000006
12355	2011-09-05	2025-05-21	5007	13	459.4
12356	2011-08-04	2025-05-21	5039	21	481.46
12357	2011-06-11	2025-05-21	5093	131	6207.669999999996
12358	2011-12-07	2025-05-21	4914	19	1168.06
12359	2011-12-01	2025-05-21	4920	143	3495.7300000000014
12362	2011-11-10	2025-05-21	4941	110	2135.7899999999995
12363	2011-11-04	2025-05-21	4947	16	299.1
12364	2011-02-12	2025-05-21	5212	27	310.31999999999994
12367	2011-05-12	2025-05-21	5123	11	168.9
12370	2011-10-03	2025-05-21	4979	48	938.3900000000002
12371	2011-11-10	2025-05-21	4941	62	1527.9600000000003
12372	2011-11-05	2025-05-21	4946	19	515.7
12373	2011-01-02	2025-05-21	5253	14	364.6
12375	2011-02-09	2025-05-21	5215	11	230.300000000000004
12378	2011-02-08	2025-05-21	5216	219	4008.6200000000013
12380	2011-07-06	2025-05-21	5068	36	607.5500000000001
12381	2011-12-10	2025-05-21	4911	87	1845.3100000000006
12383	2011-12-01	2025-05-21	4920	36	750.609999999999
12384	2011-11-11	2025-05-21	4940	27	585.2700000000001
12386	2011-06-01	2025-05-21	5103	10	401.90000000000003
12388	2011-09-03	2025-05-21	5009	16	334.95
12303	2011-11-01	2025-05-21	4950	36	884 1

PYTHON RECIPE

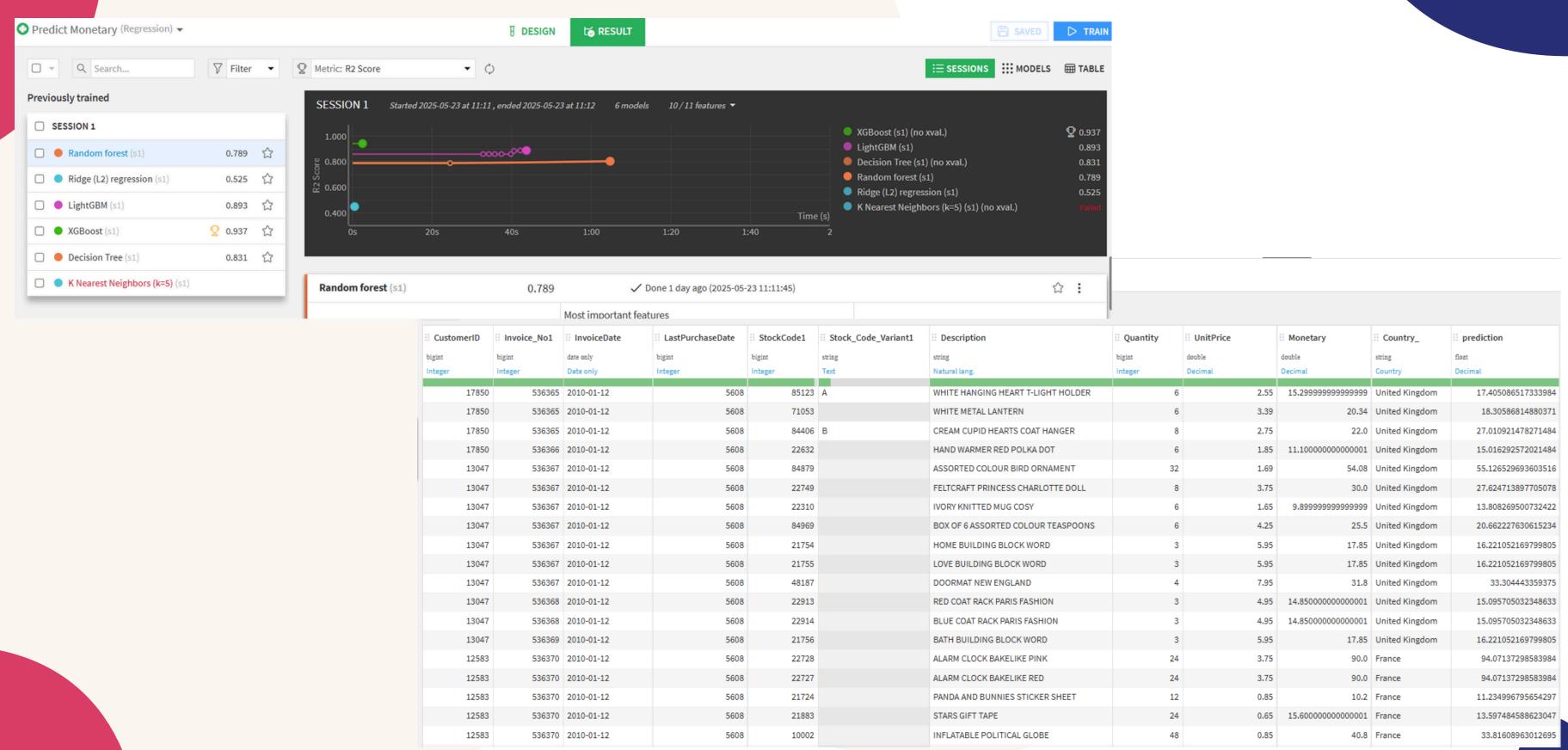


RFM ANALIZI

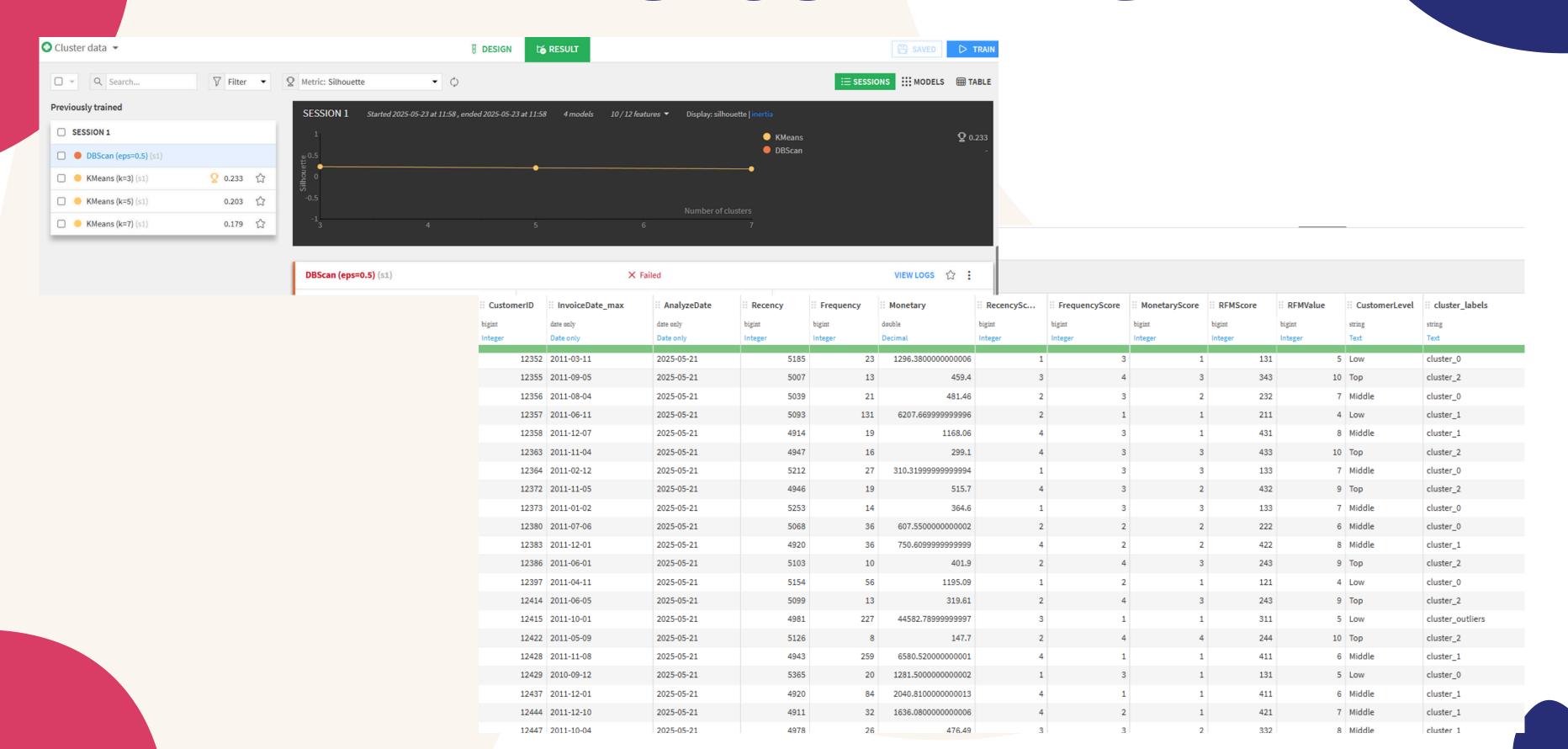
Whole data 2,997 rows

Q											
CustomerID	∷ InvoiceDate_max	∷ AnalyzeDate	:: Recency	:: Frequency	:: Monetary	:: RecencySc	:: MonetaryScore	∷ RFMScore	:: FrequencyScore	∷ RFMValue	:: CustomerLevel
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12347	2011-09-06	2025-05-21	5006	106	2540.290000000001	3	1	311	1	5	Low
12348	2011-05-04	2025-05-21	5131	5	367.0	1	3	143	4	8	Middle
12350	2011-02-02	2025-05-21	5222	17	334.4000000000001	1	3	133	3	7	Middle
12352	2011-03-11	2025-05-21	5185	23	1296.3800000000006	1	1	131	3	5	Low
12355	2011-09-05	2025-05-21	5007	13	459.4	3	3	343	4	10	Тор
12356	2011-08-04	2025-05-21	5039	21	481.46	2	2	232	3	7	Middle
12357	2011-06-11	2025-05-21	5093	131	6207.669999999996	2	1	211	1	4	Low
12358	2011-12-07	2025-05-21	4914	19	1168.06	4	1	431	3	8	Middle
12359	2011-12-01	2025-05-21	4920	143	3495.7300000000014	4	1	411	1	6	Middle
12362	2011-11-10	2025-05-21	4941	110	2135.7899999999995	4	1	411	1	6	Middle
12363	2011-11-04	2025-05-21	4947	16	299.1	4	3	433	3	10	Тор
12364	2011-02-12	2025-05-21	5212	27	310.31999999999994	1	3	133	3	7	Middle
12367	2011-05-12	2025-05-21	5123	11	168.9	2	4	244	4	10	Тор
12370	2011-10-03	2025-05-21	4979	48	938.3900000000003	3	2	322	2	7	Middle
12371	2011-11-10	2025-05-21	4941	62	1527.9600000000007	4	1	421	2	7	Middle
12372	2011-11-05	2025-05-21	4946	19	515.7	4	2	432	3	9	Тор
12373	2011-01-02	2025-05-21	5253	14	364.6	1	3	133	3	7	Middle
12375	2011-02-09	2025-05-21	5215	11	230.300000000000004	1	4	144	4	9	Тор
12378	2011-02-08	2025-05-21	5216	219	4008.6200000000013	1	1	111	1	3	Low
12380	2011-07-06	2025-05-21	5068	36	607.55000000000002	2	2	222	2	6	Middle
12381	2011-12-10	2025-05-21	4911	87	1845.3100000000006	4	1	411	1	6	Middle
12383	2011-12-01	2025-05-21	4920	36	750.609999999999	4	2	422	2	8	Middle
12384	2011-11-11	2025-05-21	4940	27	585.2700000000002	4	2	432	3	9	Тор
12386	2011-06-01	2025-05-21	5103	10	401.9	2	3	243	4	9	Тор
12388	2011-09-03	2025-05-21	5009	16	334.95	3	3	333	3	9	Тор
12393	2011-11-01	2025-05-21	4950	36	884.1	4	2	422	2	8	Middle

RFM PREDICTION



RFM CLUSTERING



DASHBOARD

2025-05-21

Maximum of AnalyzeDate

2997

Count of records

5065.39

Average of Recency

56.273

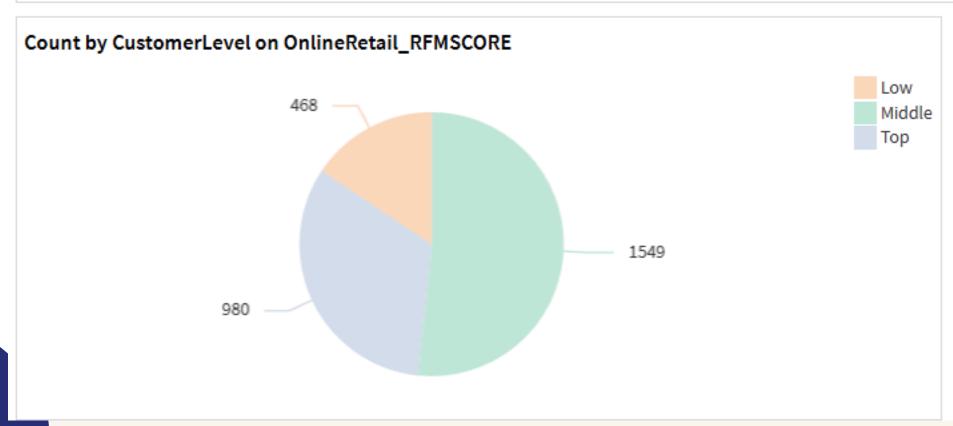
Average of Frequency

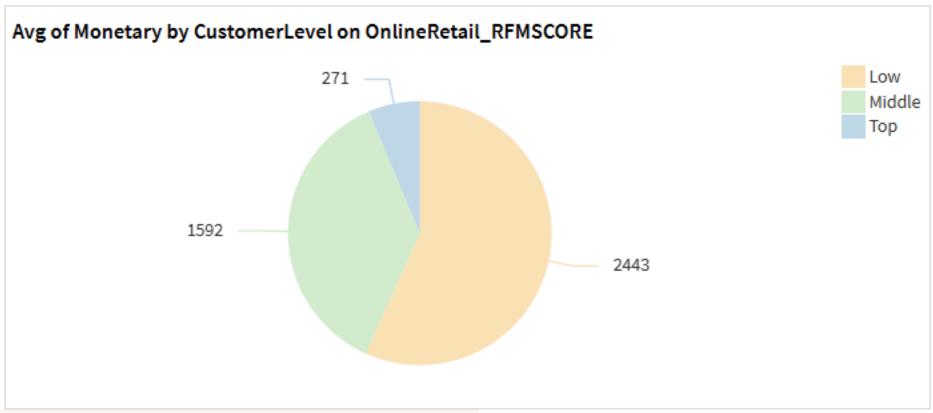
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Average of Monetary

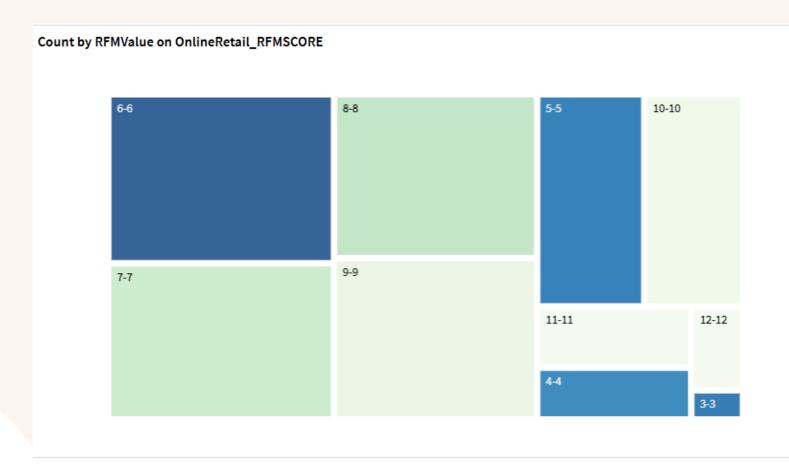
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Average of RFMValue

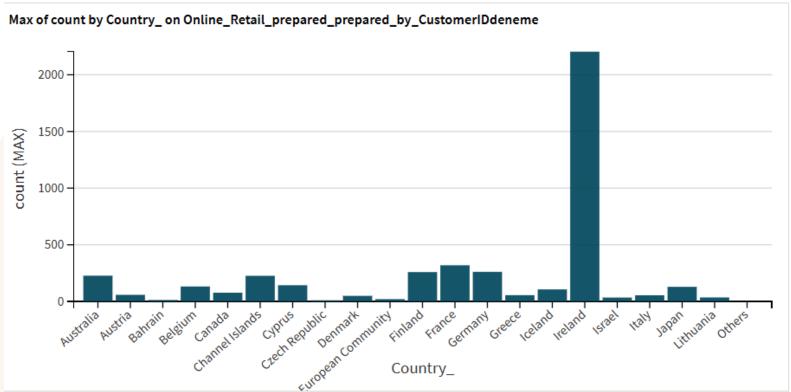


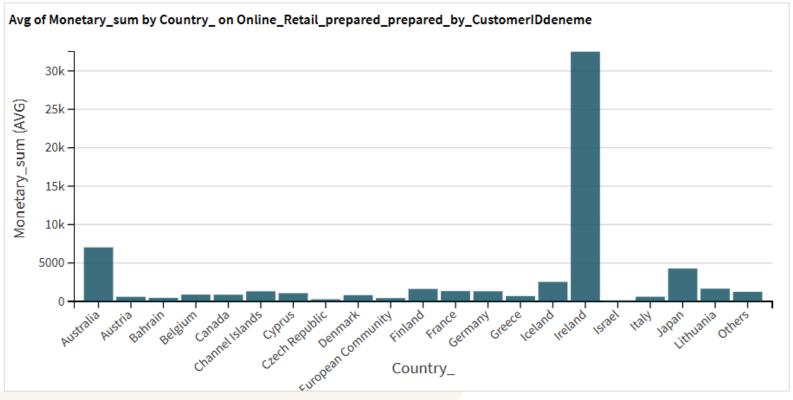


DASHBOARD

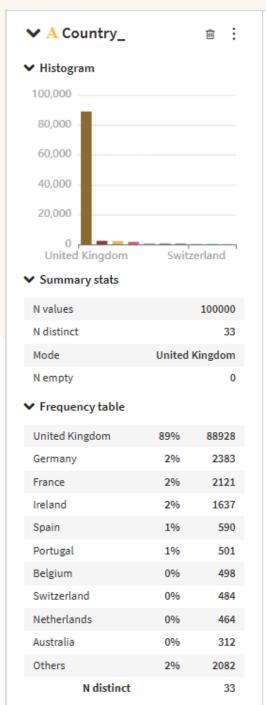


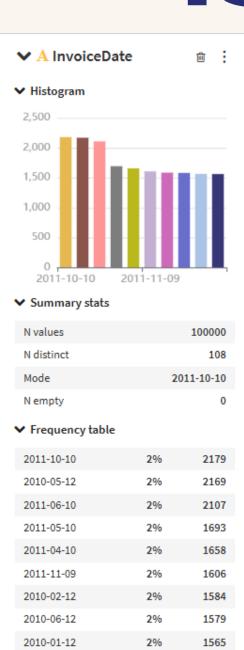






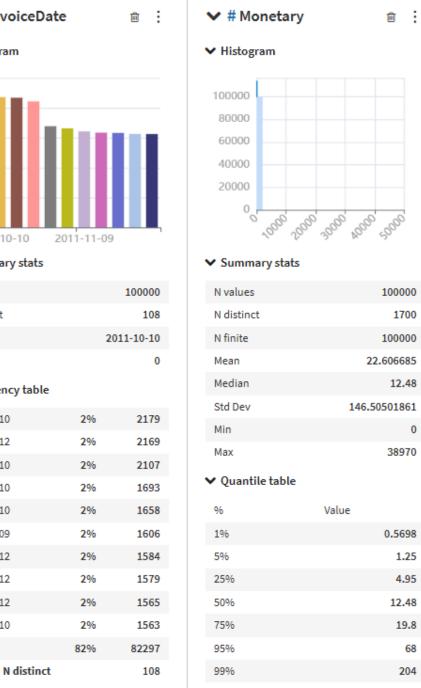
ISTATISTIKLER





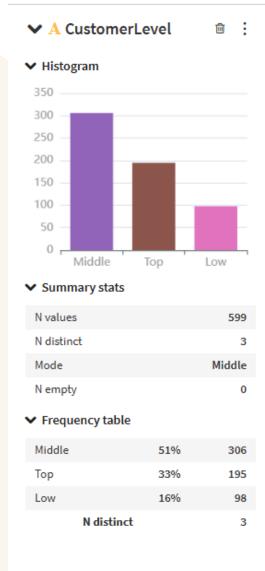
2011-07-10

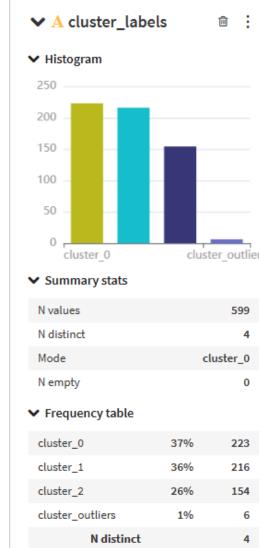
Others

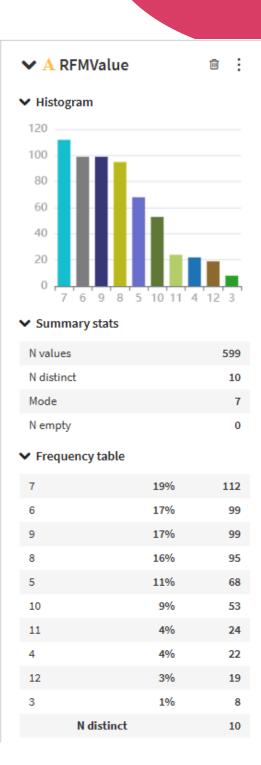


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∨ Histogra	m			
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80000 -				
60000				
40000 -				
20000 -				
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N values			1000	00
N distinct			104	44
N finite			1000	00
Mean		21.	9070966	86
Median		13.	5728855	13
Std Dev		64.	2588311	09
Min		-5.	6715307	24
Max		341	1.55639	65
✓ Quantile	table			
%	١	/alue		
1%		-0	.871395	35
5%		0.3	0425292	25
25%		5.8	8186740	88
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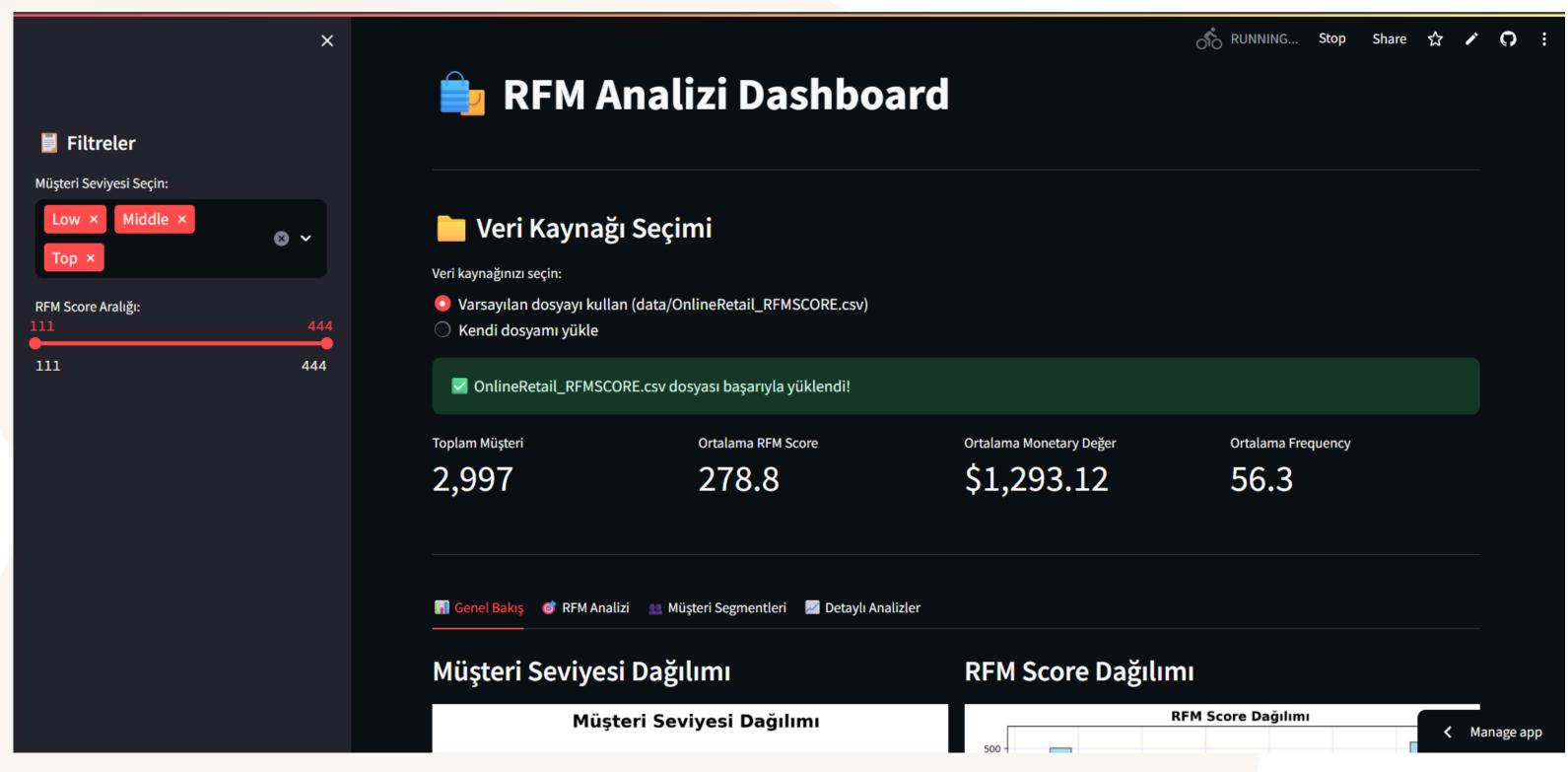
186.79562195







STREAMLIT



https://rfm-data.streamlit.app/

TEŞEKKÜRLER!