Predicting Customer Stress in Telecom Industry using Data Mining

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Abstract:
Holding the most important clients is the most important issue of the organization right now. In particular, the role of media is facing complex problems due to the various organizations working in power. Therefore, it has been especially difficult for them to hold existing clients. With the cost of purchasing new clients far higher than the cost of hosting current clients, it is a good opportunity for telecom to find a way to recruit clients to gauge their worth. CRM uses information mining (one of the components of CRM processes) to communicate with customers. This test investigates the use of the method, guided reading, management and investigation of a customer-related data center. Advances in information mining enhance the encrypted data and information from the big data set or data centers, which strengthens the company in the basic leadership process. A number of underwritten data mining methods have been proposed to see the benefit and focus on customer service using lean client records. Likely, customer focus is still a desire to move to more specialized organizations. This telecom customer survey is accessible to open data and anticipates customer concerns through AI-controlled AI calculations primarily using Deep Neural Network, K Near Neighbors, Vector Sponsor, and Random Forest.

Keywords: EDM · Prediction · Distributed architecture.

I. INTRODUCTION

The Communications Department received a preliminary program in the created countries. An increase in the number of specific predecessors and managers increased the level of hostility [1]. Companies are already trying to rely on a number of technologies. Three basic methods have been proposed to generate more revenue [2]. (1) Get new clients, (2) Sell existing clients, and (3) Increase client care time. However, considering the methods of the census hakkaavattatinre (ROI) in each ablation, the third most profitable technology, on the other hand, is the current client, Sanvidhamanan [2], which shows that it is too low [3]] to pay very high sales, as well as the Vikkunnikila clause [4] . To form. To apply tertiary technology, organizations must reduce the client's confusing capacity, known as "client development from one supplier to another" [5].

We focused on evaluating and disconnecting the performance of tree-based AI Techniques and calculations for predicting anxiety in broadcast communication organizations. In the context of our Information Planning, Highlight Designing and Highlight Decision Techniques, we have tested various calculations to create a prominent model of client churn.

II. RELATED WORK

Our goal is to meet the essential needs of Customer Stress-ML, that is, know in advance what the client is expecting, find the accuracy of the above calculations, and find productivity.

An effective churn model ts customer concern, reduces client stress and helps them to move forward with personal telecommunication administration.

III. SYSTEM ARCHITECTURE

Framework design is a design that describes the structure, directness and focus of a project. A schematic illustration is the basic outline and description of a framework, filtered by the ultimate goal of helping to visualize the structures and functions of the framework. Structural configuration may include the framework components and sub-frameworks created to complete the general framework. Attempts have been made to formalize regional languages to describe the functioning of the structure; As a rule, these are called Plan Illustration Languages.

IV. IMPLEMENTATION

Python Language Multiple Classifier Algorithm Using the telecommunication industry we use Anaconda with Spider. This algorithm breaks the data of each node based on the variable,
which means at least the observations remain until the data is split or the perfect pattern is found. Pruning can be done to prevent the pruning of the resulting tree and to obtain an accurate model for estimation. The last algorithm is SVM and RF, where the value changes when the number of nearest neighbors changes. Now all the algorithms increase the forecast and accuracy of the churn forecast in the telecom industry.

V. RESULTS AND DISCUSSION

VI. CONCLUSION

The DNN algorithm performs better than other algorithms in predicting the crisis of the telecom industry.

VII. FUTURE ENHANCEMENT

The future refinement of this work is the use of propulsion systems for group and progress to improve performance.

VIII. REFERENCES


