

A hybrid approach towards identifying optimal prices by segmenting customers using active and inactive criteria

MSc Research Project Data Analytics

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A hybrid approach towards identifying optimal prices by segmenting customers using active and inactive criteria

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1 Introduction

This document is used to reflect on the steps that were taken to implement my thesis project. The aim of my study is to provide a hybrid approach of generating optimal prices that take into consideration segmentation and customer lifetime value scores.

2 Requirements - Software

The study was implemented using Colab for the coding part and a tool called PowerBI for visualization purposes.

- Reasons for choosing Colab *Google Colaboratory* (n.d.)
 - Allows to write Python code directly into the browser.
 - No requirements for configurations
- Reasons for choosing PowerBI
 - Easy to use
 - Easy to load data and build dashboards

3 Code Execution

3.1 Importing libraries

Figure 1 shows the necessary libraries required for the conducted study. Along with that it also shows the data that was loaded called the 'Online Retail.csv'. This dataset was obtained from UCI ML repository. It shows the steps required to read the data from the CSV file.



Figure 1: Importing libraries and loading the data

3.2 Data Preparation

Figures 2 and 3, show the data preparation stage. Figure 4, shows the data preparation results. Certain columns were converted to the respective datatype. Initially, the CustomerID was converted to a String datatype. The InvoiceDate was converted to datetime datatype. Date was extracted from the column. Furthermore, the rows where the Country was 'Unspecified' were filtered out.



Figure 2: Data Preparation part 1

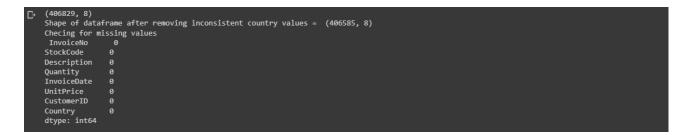
Further filtration of rows was performed by filtering out the UnitPrice by ensuring it was not equal to 0.



Figure 3: Data Preparation part 2

3.3 Data Segregation

Figures 5 and 6 show data segregation steps for cancelled and valid transactions. Transactions that were cancelled and the ones that went through were grouped together respectively. This was done based on the InvoiceNo attribute. The transactions having InvoiceNo prefixed with a 'C' were deemed to be the cancelled transactions.





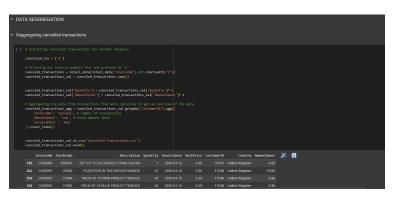


Figure 5: Data Segregation - Cancelled transactions



Figure 6: Data Segregation - Valid transactions

3.4 Data Generation

Figure 7 shows the data generation steps for creating a dataframe to store unique product information and product pricing history. Various products were sold at different prices throughout history and hence, need to be grouped together for further analysis and understanding.



Figure 7: Data generation

3.5 Data Aggregation

Figure 8 shows the steps taken to generate RFM data (Recency, frequency and monetary value). Recency was calculated on the basis of the number of days that had passed since the customer had purchased based on the "cut-off" date. Frequency was calculated as the

number of times the customer made a certain transaction. MonetaryValue was computed considering the total amount of money spent by the customers throughout their lifetime.



Figure 8: Data Aggregation

3.6 Modelling



Figure 9: Modelling - customer segmentation - part 1



Figure 10: Modelling - customer segmentation - part 2

3.7 Price & Demand Curve

Figure 17 and 18, shows the price and demand curve generated based on the quantities and unit prices available for the products.



Figure 11: Modelling - customer lifetime value - part 1



Figure 12: Modelling - customer segmentation - part 2



Figure 13: Modelling - customer segmentation - part 3 $\,$



Figure 14: Modelling - Product segmentation - part 1

# Create a) rows = []	ist to sto	ne nows			
	products in proc	in segmented			
# Convert th segmented_pr unique_produ				e (segmente	
C+ [[1, [0.21673257 [0.				0.76858500 0. 0.18842232	
[0. [0.76858588 [0.				θ. 1. θ.	

Figure 15: Modelling - Product segmentation - part 2

• A concluse the siliconte score for the clustering thisotry any - siliconter, core(codes (is), (act)) prior((5))Nexts (core: (0.07401108371001)

Figure 16: Modelling - Product segmentation - Evaluating clusters

3.8 Price Elasticity

Figure 20-21 shows the price elasticity scores generated for the products.



Figure 17: Price and Demand curve - part 1



Figure 18: Price and Demand curve - part 2

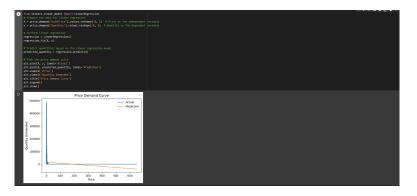


Figure 19: Price and Demand curve - part 3 $\,$



Figure 20: Price Elasticity

3.9 Price Optimization

Figures 22 to 25 shows the steps performed to generate optimal prices for the segments.

produce						
		TotalQuantity	PercentChangePrice	PercentChangeQuantity		
3655					Elastic	
3657						
3658						

Figure 21: Price Elasticity - part 2



Figure 22: Price optimization - part 1



Figure 23: Price optimization - part 2



Figure 24: Price optimization - part 3

3.10 Simulation

Figures 26, 27 and 28 show the simulation conducted to see how well optimal prices were with respect to already existing product quantities.

Pf	redicted_prod	segment	price[0:20		
	StockCode				
	3 10123C				
	5 10135				
	9 15036				
	11 15066BL				
	13 15058A				
	150608				

Figure 25: Price optimization - part 4



Figure 26: Simulating revenue - part 1



Figure 27: Simulating revenue - part 2

opti	imal_prices	_df[['st	ockCode','A	ctive','UnitP	rice','OriginalRev','P	riceth	angeA	
					PriceChangeActiveRev		11	

Figure 28: Simulating revenue - part 3

3.11 Final Results

Fig 29. shows the revenue generated for the original price points and revenue generated for optimal prices for the active segment.



Figure 29: Final result

4 Data Analysis using PowerBI

Figure 30 indicates the data analysis performed in PowerBI to get an overview of the data.

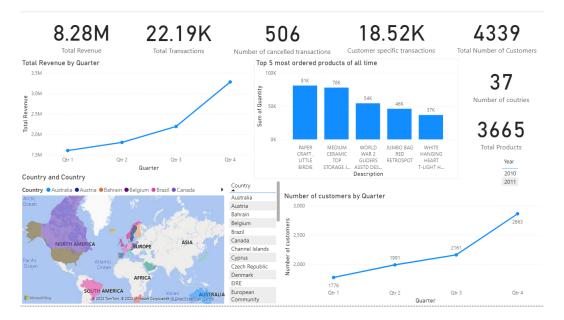


Figure 30: Data Analysis to get an overview of the data

References

Google Colaboratory (n.d.). https://colab.research.google.com/?utm_source= scs-index.