

CONFUSION MATRIX

Service idea

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Machine output/prediction

Positive

Negative

Positive

Service takes an action, you think it's correct

This is called: True positive

Service doesn't take an action, you think it should have

This is called: False negative

Reality/Customer reaction

Negative

Service takes an action, you think it's wrong

This is called: False positive

Service doesn't take an action, you agree it shouldn't have

This is called: True negative

