

# Étape 1 : Chargement et nettoyage des données

Nous commencerons par charger le dataset, examiner sa structure, identifier et traiter les valeurs manquantes, et enlever les colonnes inutiles.

```
import pandas as pd
import numpy as np

# Chargement des données
df = pd.read_csv('./MP-4MLSP.csv')

# Aperçu des premières lignes et des informations du dataframe
print(df.head())
print(df.info())

# Identifier et traiter les valeurs manquantes
print(df.isnull().sum())

# Suppression des colonnes inutiles
df.drop(['Unnamed: 0', 'id'], axis=1, inplace=True)

# Imputation des valeurs manquantes
# Exemple: Imputation par la médiane pour les variables numériques
for col in ['Age', 'Ease of Online booking', 'Gate location', 'Leg room service', 'Arrival Delay in Minutes']:
    if df[col].dtype in ['int64', 'float64']:
        df[col].fillna(df[col].median(), inplace=True)

# Vérifier encore les informations pour s'assurer que les valeurs manquantes sont traitées
print(df.isnull().sum())

      Unnamed: 0      id Gender Customer Type   Age Type of
Travel \
0          0    19149  Female  disloyal Customer  19.0 Business
travel
1          1    69112    Male    Loyal Customer  54.0 Business
travel
2          2     4725  Female  disloyal Customer  23.0 Business
travel
3          3   115546    Male    Loyal Customer  58.0 Business
travel
4          4    59440    Male    Loyal Customer  45.0 Business
travel

      Class Flight Distance Inflight wifi service \

```

0	Eco	353.0	3
1	Eco Plus	1088.0	5
2	Business	977.0	2
3	Business	2932.0	2
4	Eco	667.0	1
Departure/Arrival time convenient			
\ On-board service			
0		4	5
5.0			
1		2	2
3.0			
2		0	5
4.0			
3		3	2
2.0			
4		0	4
2.0			
Baggage handling			
Checkin service			
Inflight service			
Cleanliness \			
0	5	2	2
1	5	1	5
2	4	5	5
3	2	1	1
4	2	4	2
Departure Delay in Minutes			
Arrival Delay in Minutes			
satisfaction			
Price			
0	0	3.0	dissatisfied
565			
1	0	0.0	satisfied
2573			
2	0	0.0	dissatisfied
2339			
3	15	11.0	dissatisfied
2695			
4	0	5.0	dissatisfied
622			

[5 rows x 26 columns]  
<class 'pandas.core.frame.DataFrame'>  
RangeIndex: 129880 entries, 0 to 129879  
Data columns (total 26 columns):

#	Column	Non-Null Count	Dtype	
0	Unnamed: 0	129880	non-null	int64
1	id	129880	non-null	int64
2	Gender	129880	non-null	object
3	Customer Type	129880	non-null	object
4	Age	129754	non-null	float64

5	Type of Travel	129880	non-null	object
6	Class	129880	non-null	object
7	Flight Distance	129880	non-null	float64
8	Inflight wifi service	129880	non-null	int64
9	Departure/Arrival time convenient	129880	non-null	int64
10	Ease of Online booking	129749	non-null	float64
11	Gate location	129750	non-null	float64
12	Food and drink	129880	non-null	int64
13	Online boarding	129880	non-null	int64
14	Seat comfort	129880	non-null	int64
15	Inflight entertainment	129880	non-null	int64
16	On-board service	129880	non-null	int64
17	Leg room service	129747	non-null	float64
18	Baggage handling	129880	non-null	int64
19	Checkin service	129880	non-null	int64
20	Inflight service	129880	non-null	int64
21	Cleanliness	129880	non-null	int64
22	Departure Delay in Minutes	129880	non-null	int64
23	Arrival Delay in Minutes	129487	non-null	float64
24	satisfaction	129880	non-null	object
25	Price	129880	non-null	int64

dtypes: float64(6), int64(15), object(5)

memory usage: 25.8+ MB

None

Unnamed: 0	0
id	0
Gender	0
Customer Type	0
Age	126
Type of Travel	0
Class	0
Flight Distance	0
Inflight wifi service	0
Departure/Arrival time convenient	0
Ease of Online booking	131
Gate location	130
Food and drink	0
Online boarding	0
Seat comfort	0
Inflight entertainment	0
On-board service	0
Leg room service	133
Baggage handling	0
Checkin service	0
Inflight service	0
Cleanliness	0
Departure Delay in Minutes	0
Arrival Delay in Minutes	393
satisfaction	0

```
Price          0
dtype: int64
Gender         0
Customer Type 0
Age            0
Type of Travel 0
Class          0
Flight Distance 0
Inflight wifi service 0
Departure/Arrival time convenient 0
Ease of Online booking 0
Gate location 0
Food and drink 0
Online boarding 0
Seat comfort 0
Inflight entertainment 0
On-board service 0
Leg room service 0
Baggage handling 0
Checkin service 0
Inflight service 0
Cleanliness 0
Departure Delay in Minutes 0
Arrival Delay in Minutes 0
satisfaction 0
Price          0
dtype: int64
```

```
C:\Users\anasa\AppData\Local\Temp\ipykernel_31112\1415131434.py:21:
FutureWarning: A value is trying to be set on a copy of a DataFrame or
Series through chained assignment using an inplace method.
The behavior will change in pandas 3.0. This inplace method will never
work because the intermediate object on which we are setting values
always behaves as a copy.
```

For example, when doing 'df[col].method(value, inplace=True)', try using 'df.method({col: value}, inplace=True)' or df[col] = df[col].method(value) instead, to perform the operation inplace on the original object.

```
df[col].fillna(df[col].median(), inplace=True)
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original object.

```
df[col].fillna(df[col].median(), inplace=True)
```

## Étape 2 : Analyse exploratoire des données

Après le nettoyage, nous allons visualiser les distributions des variables, les relations entre les variables explicatives et les variables cibles.

```
df["Gender"].value_counts()

Gender
Female    65899
Male      63981
Name: count, dtype: int64

df["Customer Type"].value_counts()

Customer Type
Loyal Customer    106100
disloyal Customer    23780
Name: count, dtype: int64

# Groupement des données par classe et description des prix
class_price_description = df.groupby('Class')['Price'].describe()

# Affichage de la description
print(class_price_description)

          count        mean         std       min     25%     50%
75% \
Class

Business   62160.0  2877.458542  854.575011  424.0  2296.0  2982.0
3544.0
Eco        58309.0  877.895745  324.657039  141.0  632.0  879.0
1122.0
Eco Plus   9411.0  1542.092658  567.681618  301.0 1111.0  1538.0
1968.0

          max
Class
Business  4726.0
Eco       1827.0
Eco Plus  3087.0

# Groupement des données par satisfaction et age
satisfaction_age_description = df.groupby('satisfaction')
['Age'].describe()

# Affichage de la description
print(satisfaction_age_description)
```

	count	mean	std	min	25%	50%	75%
max							
satisfaction							
dissatisfied	37349.0	33.140486	12.770188	6.0	22.0	32.0	41.0
76.0							
neutral	36103.0	34.621721	16.626302	6.0	20.0	34.0	49.0
63.0							
satisfied	56428.0	37.558021	11.508074	6.0	29.0	39.0	46.0
76.0							

```

import seaborn as sns
import matplotlib.pyplot as plt

# Distribution des variables catégorielles
sns.countplot(x='Gender', data=df)
plt.title('Distribution du Genre')
plt.show()

sns.countplot(x='Customer Type', data=df)
plt.title('Distribution du Type de Client')
plt.show()

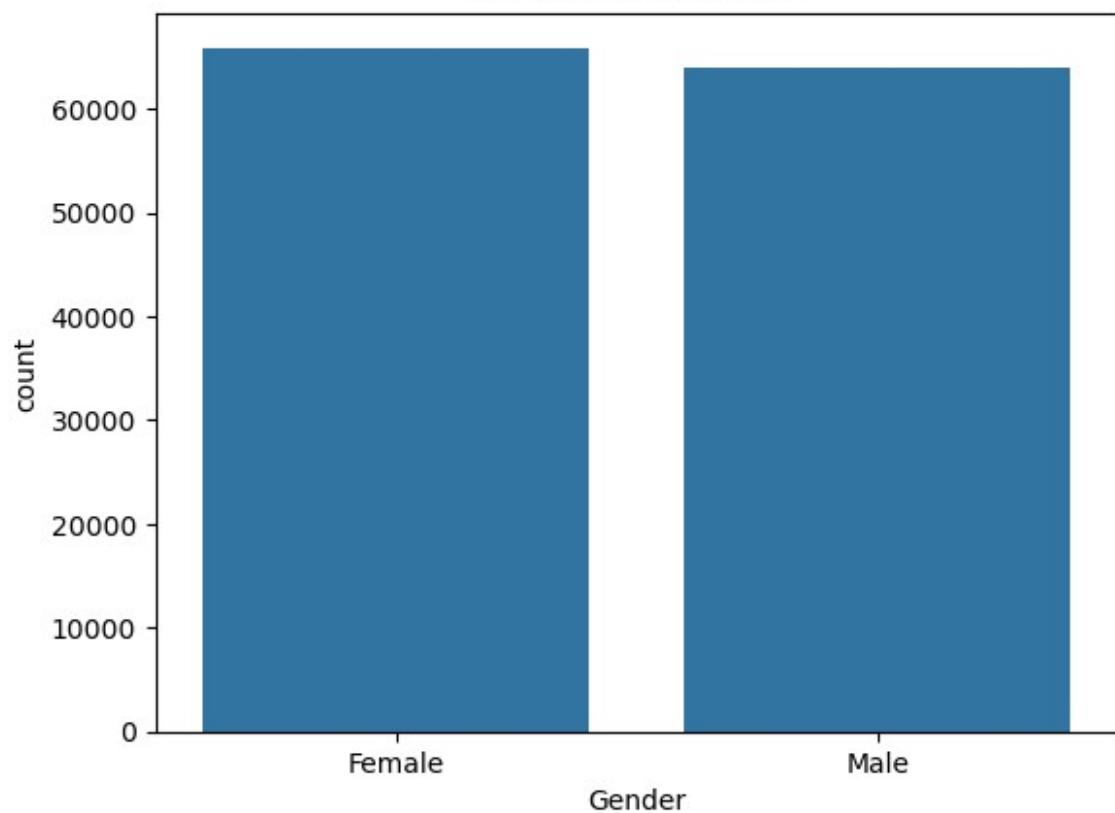
# Boxplots pour visualiser la distribution des prix en fonction des
# classes
sns.boxplot(x='Class', y='Price', data=df)
plt.title('Distribution des Prix par Classe de Voyage')
plt.show()

# Relation entre la satisfaction et les autres variables
sns.boxplot(x='satisfaction', y='Age', data=df)
plt.title('Distribution de l\'Âge par Satisfaction')
plt.show()

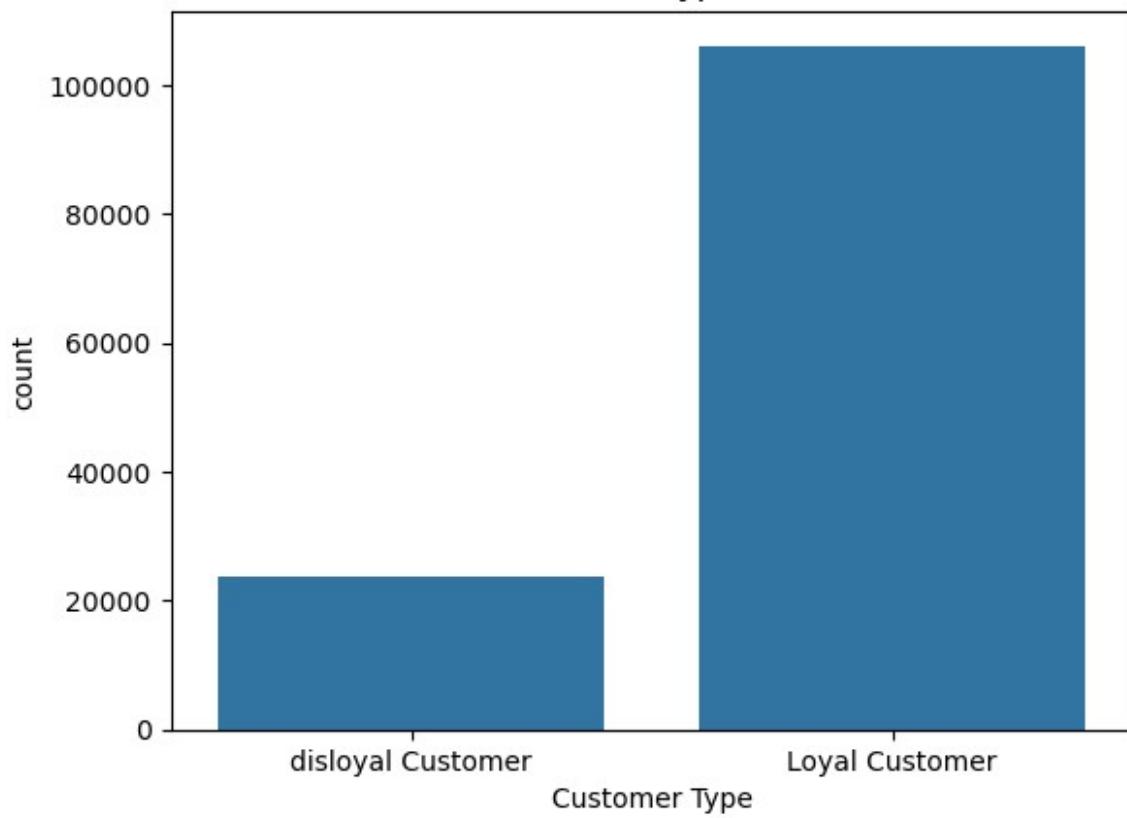
# plt.ylim(0, 20) # Vous pouvez ajuster les limites selon vos besoins

```

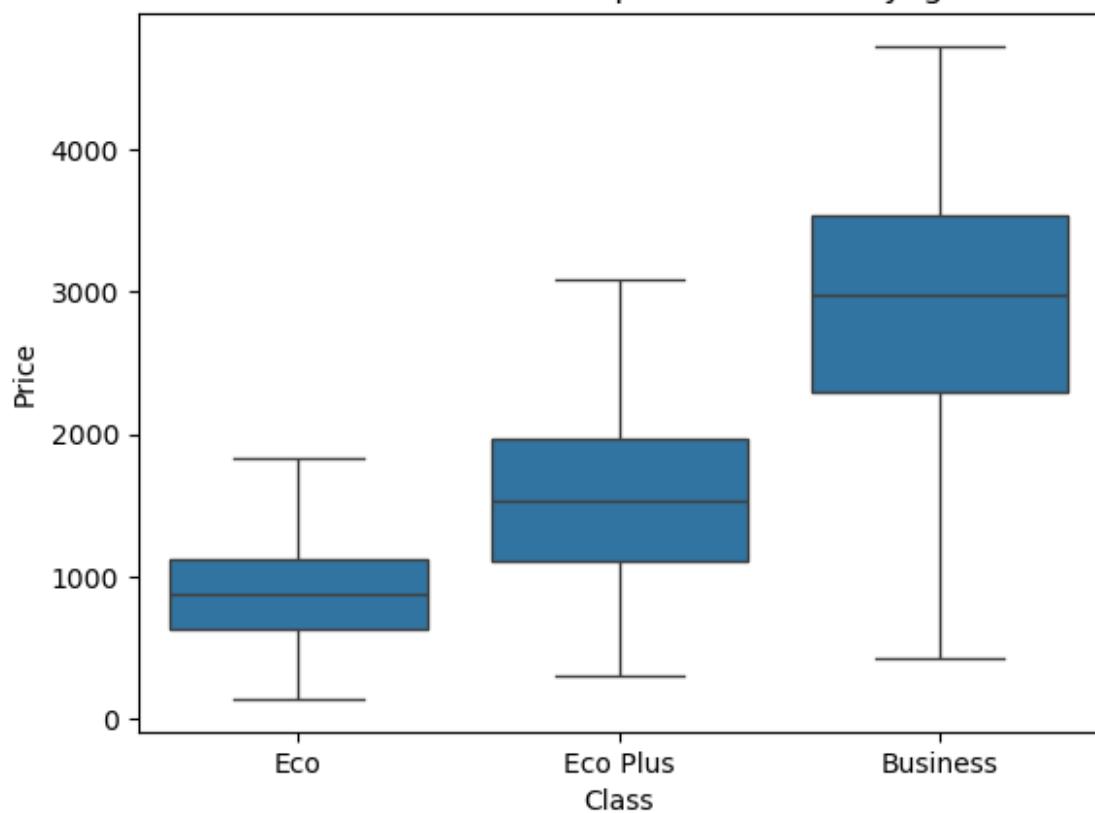
Distribution du Genre

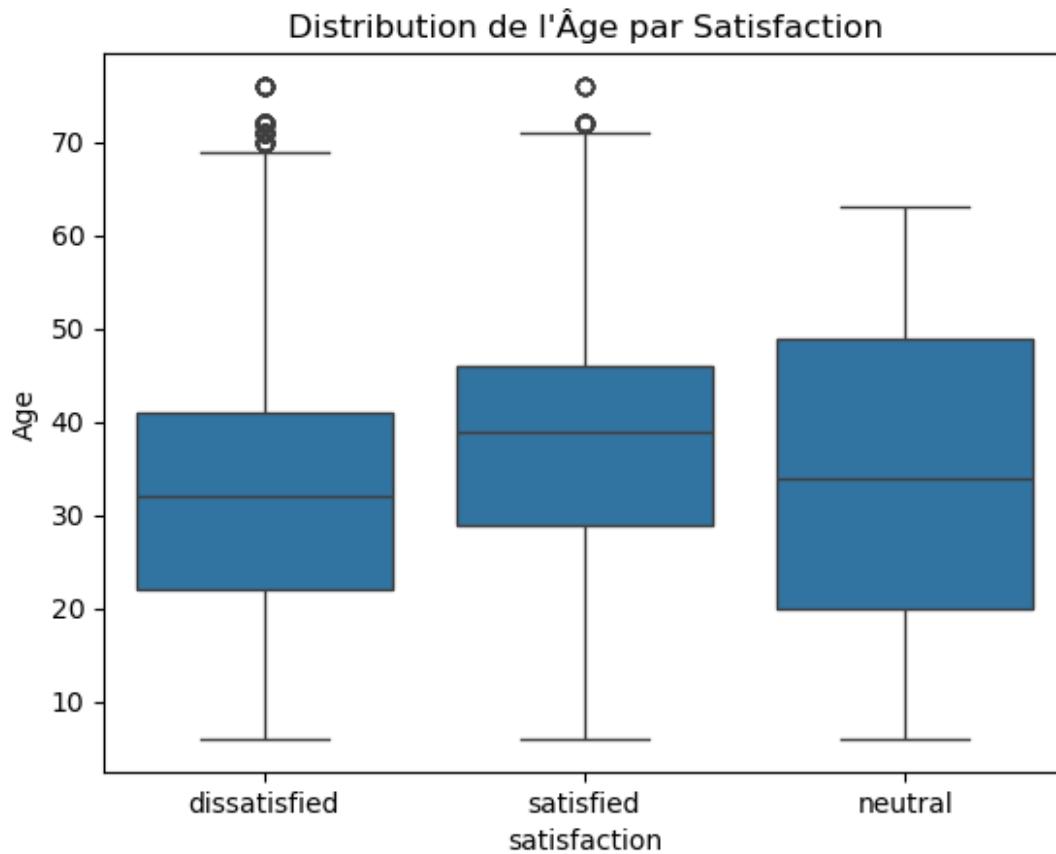


Distribution du Type de Client



Distribution des Prix par Classe de Voyage





## Visualisation des Données

```

import matplotlib.pyplot as plt
import seaborn as sns

# Set the aesthetic style of the plots
sns.set(style="whitegrid")

# Create a figure to hold the plots
fig, ax = plt.subplots(3, 2, figsize=(14, 12))

# Histograms for continuous variables
sns.histplot(df['Age'], kde=True, ax=ax[0, 0])
ax[0, 0].set_title('Distribution of Age')

sns.histplot(df['Flight Distance'], kde=True, ax=ax[0, 1])
ax[0, 1].set_title('Distribution of Flight Distance')

sns.histplot(df['Price'], kde=True, ax=ax[1, 0])
ax[1, 0].set_title('Distribution of Price')

# Bar plots for categorical variables
sns.countplot(x='Gender', data=df, ax=ax[1, 1])
ax[1, 1].set_title('Distribution of Gender')

```

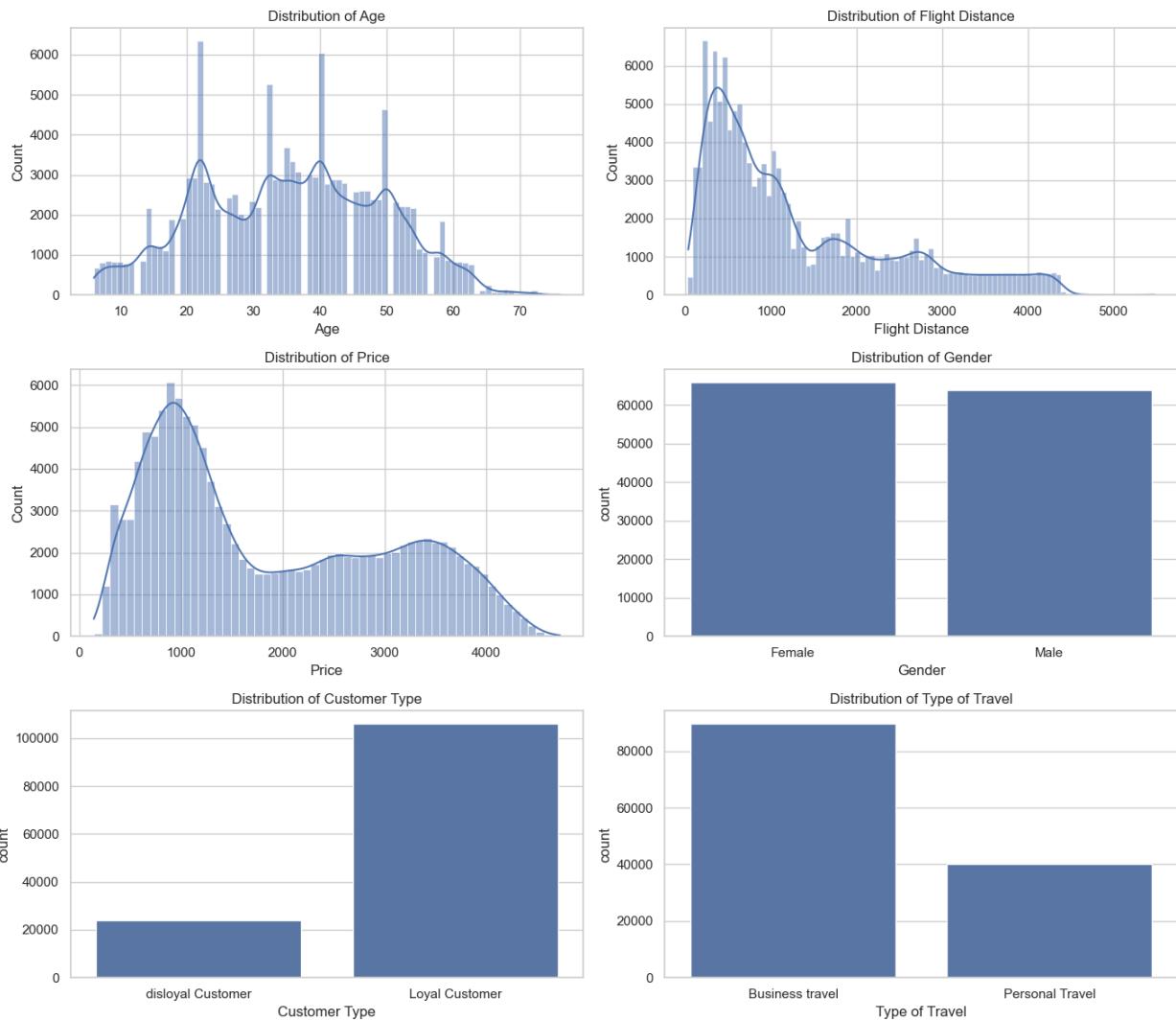
```

sns.countplot(x='Customer Type', data=df, ax=ax[2, 0])
ax[2, 0].set_title('Distribution of Customer Type')

sns.countplot(x='Type of Travel', data=df, ax=ax[2, 1])
ax[2, 1].set_title('Distribution of Type of Travel')

# Adjust layout
plt.tight_layout()
plt.show()

```



```

# Relations entre les variables numériques et la satisfaction
numeric_cols = df.select_dtypes(include=['int64', 'float64']).columns
for col in numeric_cols:
    plt.figure(figsize=(10, 6))
    sns.boxplot(data=df, x='satisfaction', y=col)
    plt.title(f'Relation entre {col} et la Satisfaction')

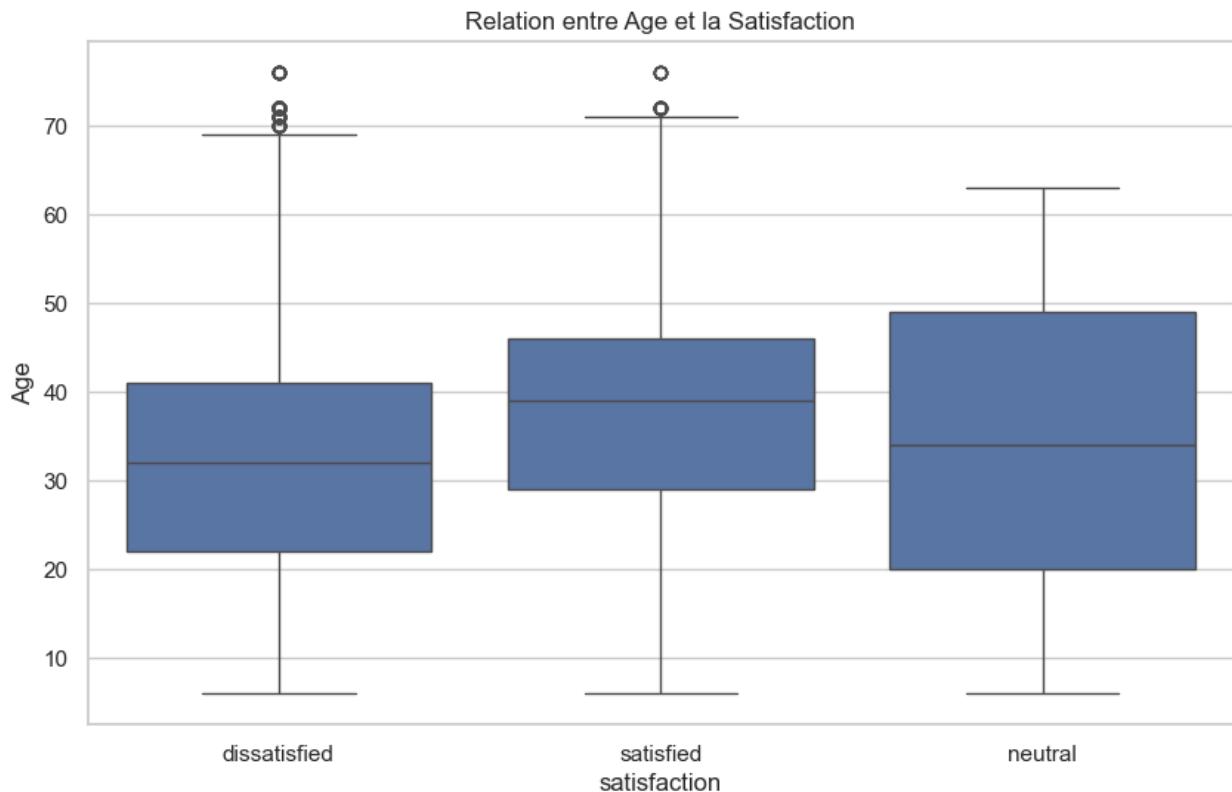
```

```

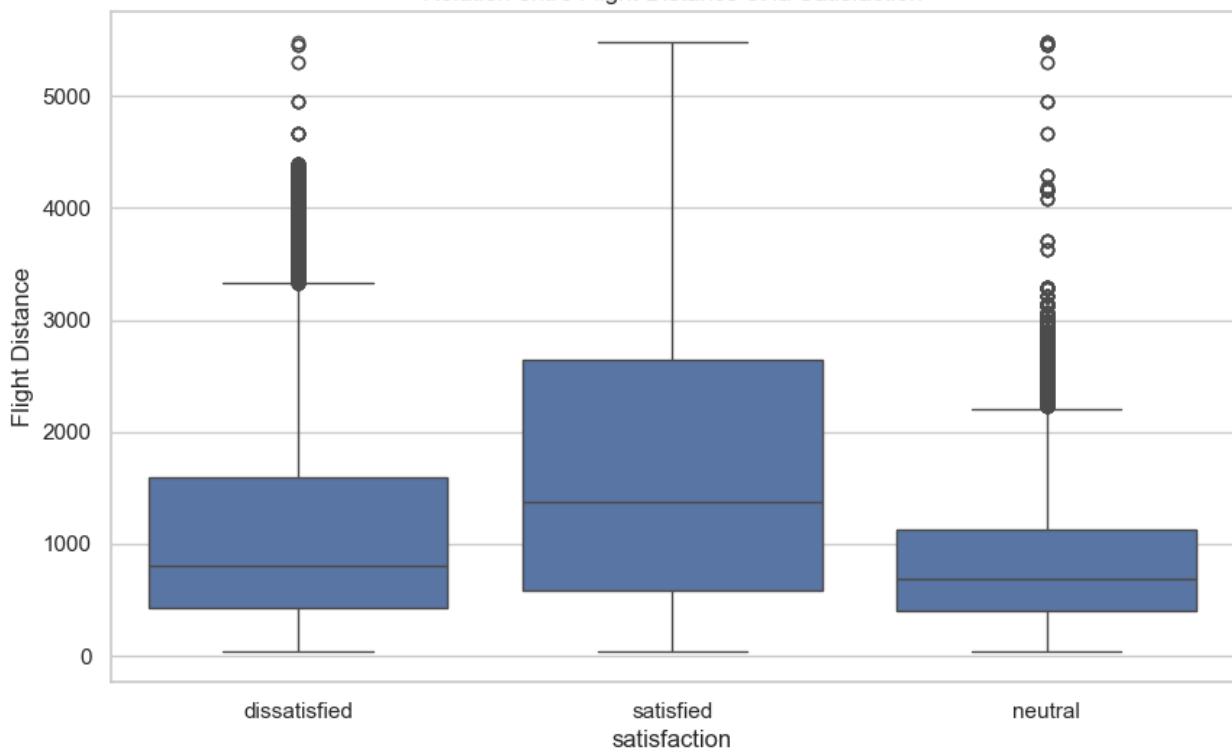
plt.show()

# Relations entre les variables catégorielles et la satisfaction
categorical_cols = df.select_dtypes(include=['object']).columns
for col in categorical_cols:
    plt.figure(figsize=(10, 6))
    sns.countplot(data=df, x=col, hue='satisfaction')
    plt.title(f'Relation entre {col} et la Satisfaction')
    plt.show()

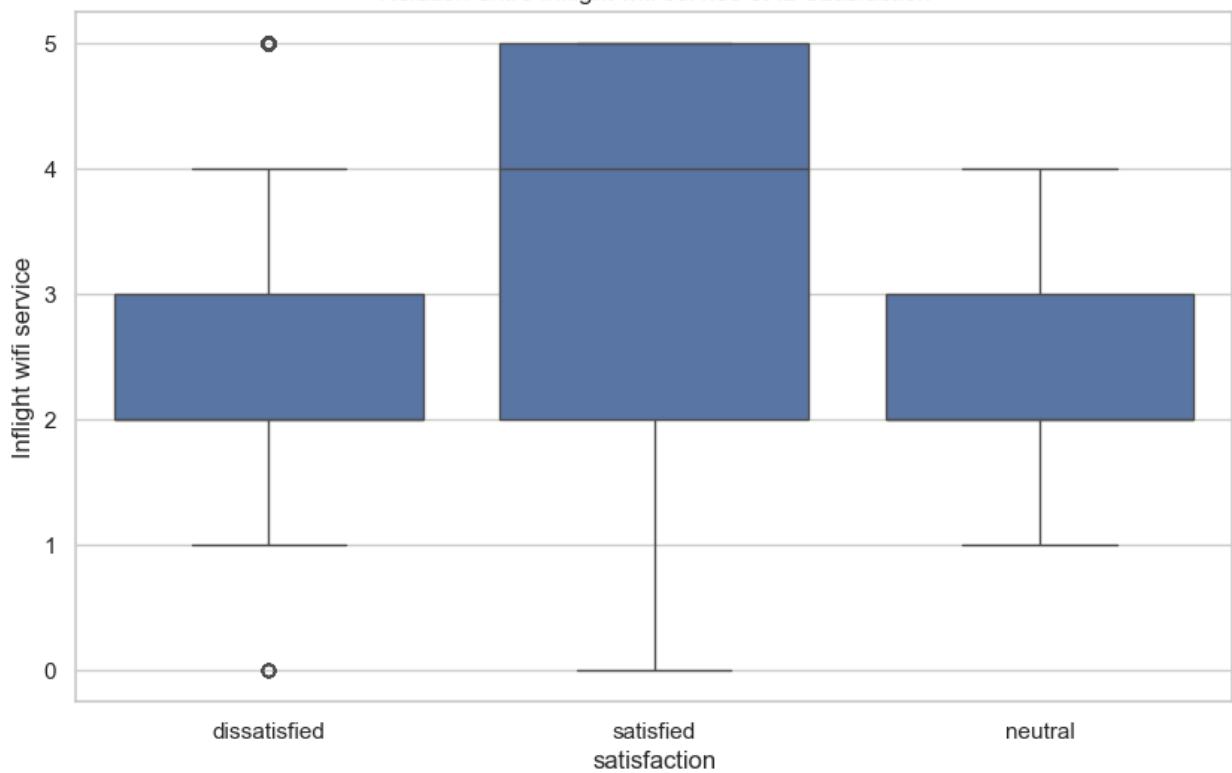
```



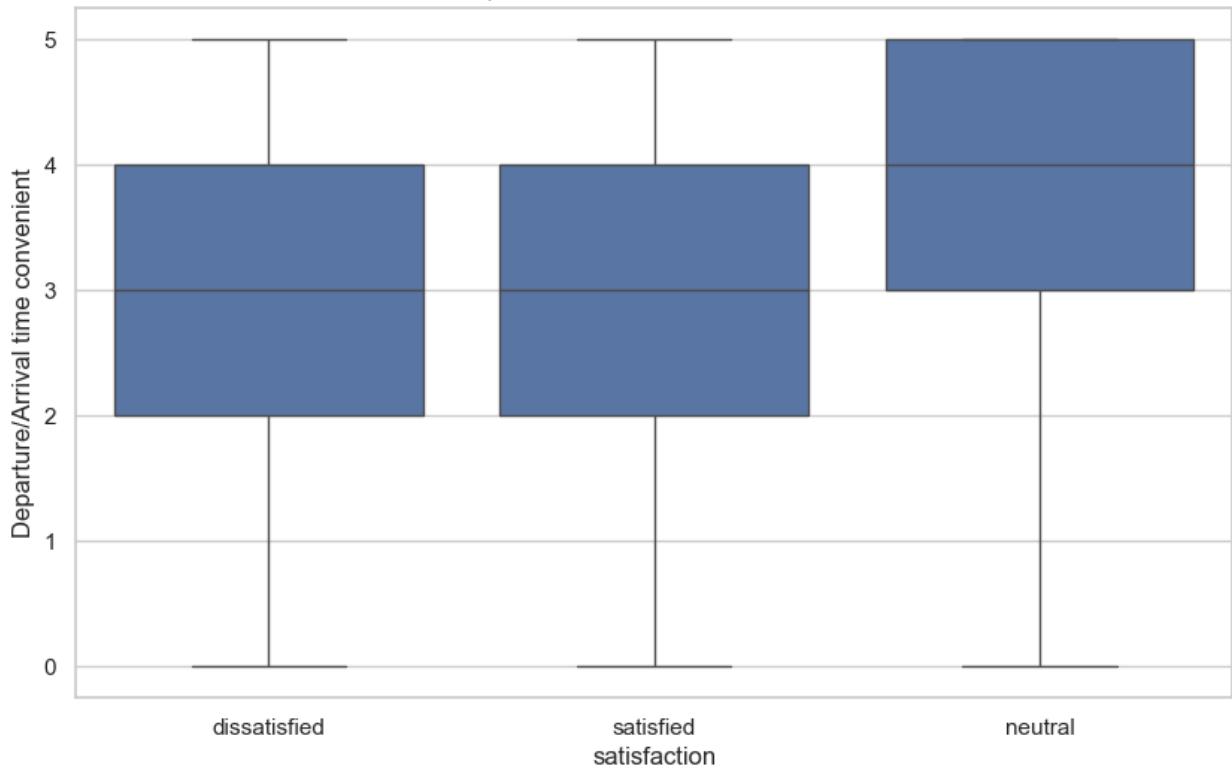
Relation entre Flight Distance et la Satisfaction



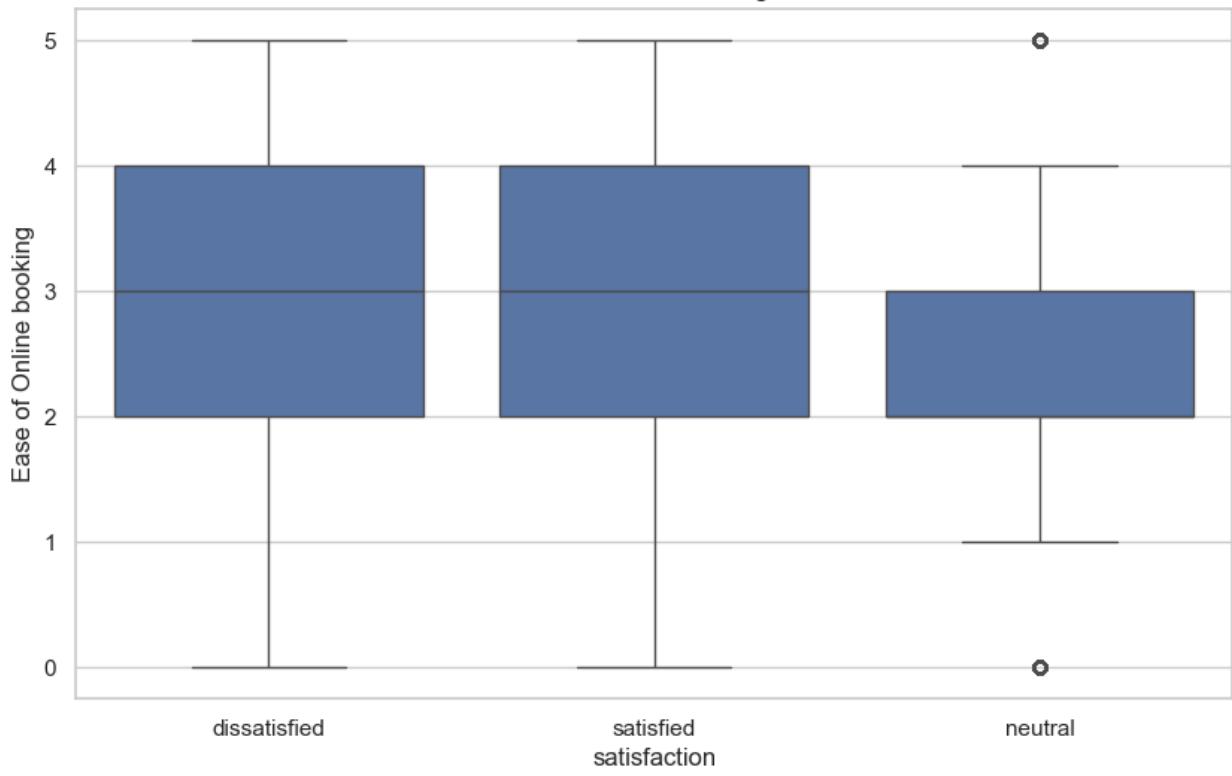
Relation entre Inflight wifi service et la Satisfaction



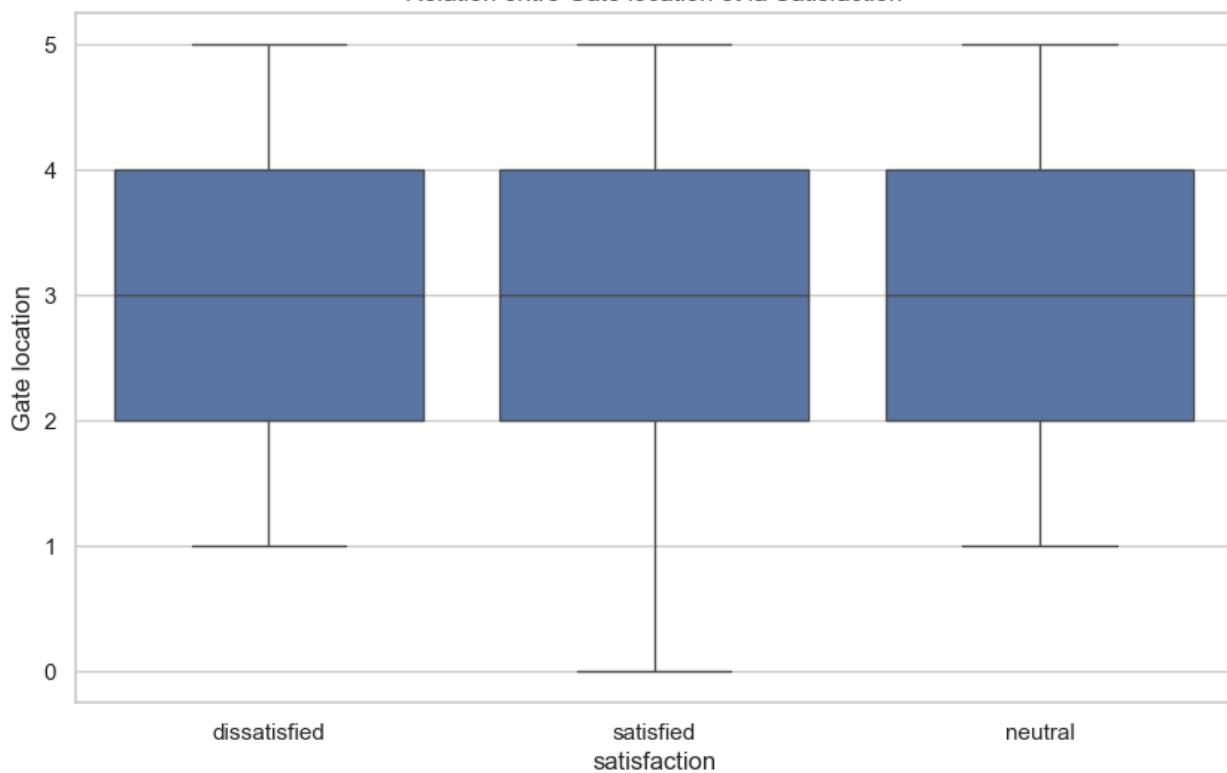
Relation entre Departure/Arrival time convenient et la Satisfaction



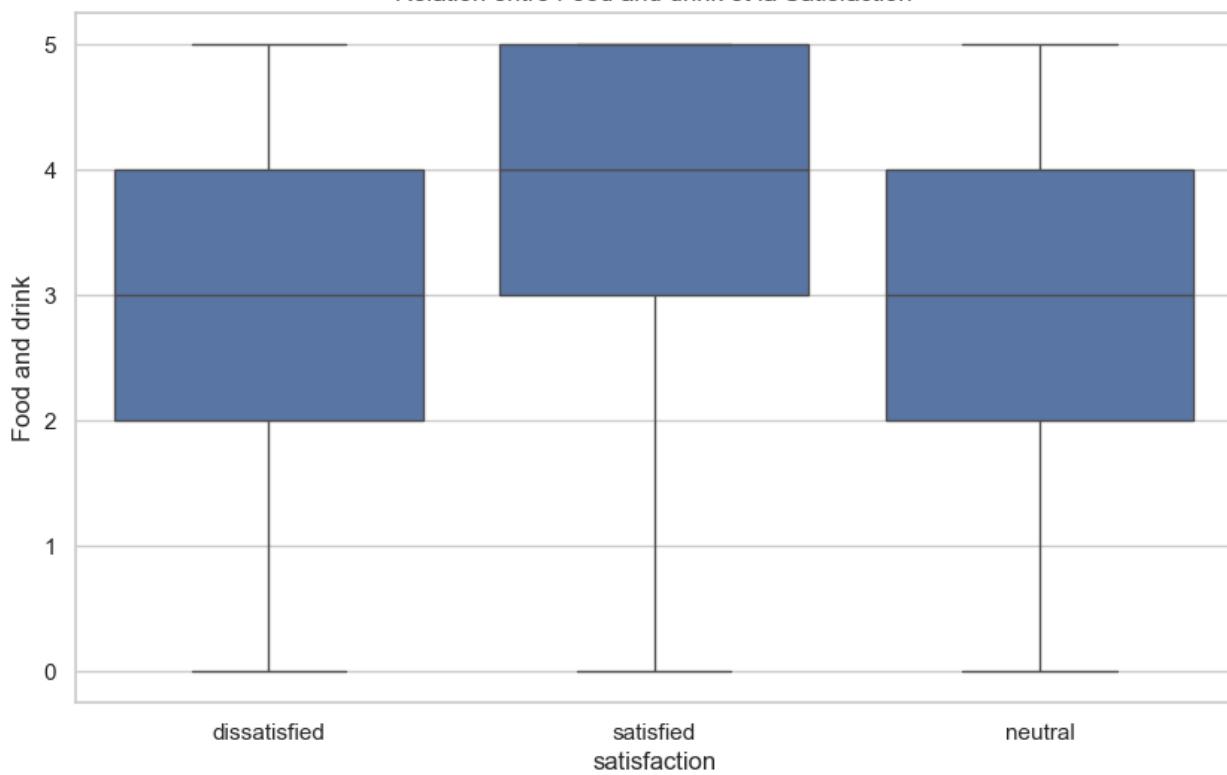
Relation entre Ease of Online booking et la Satisfaction



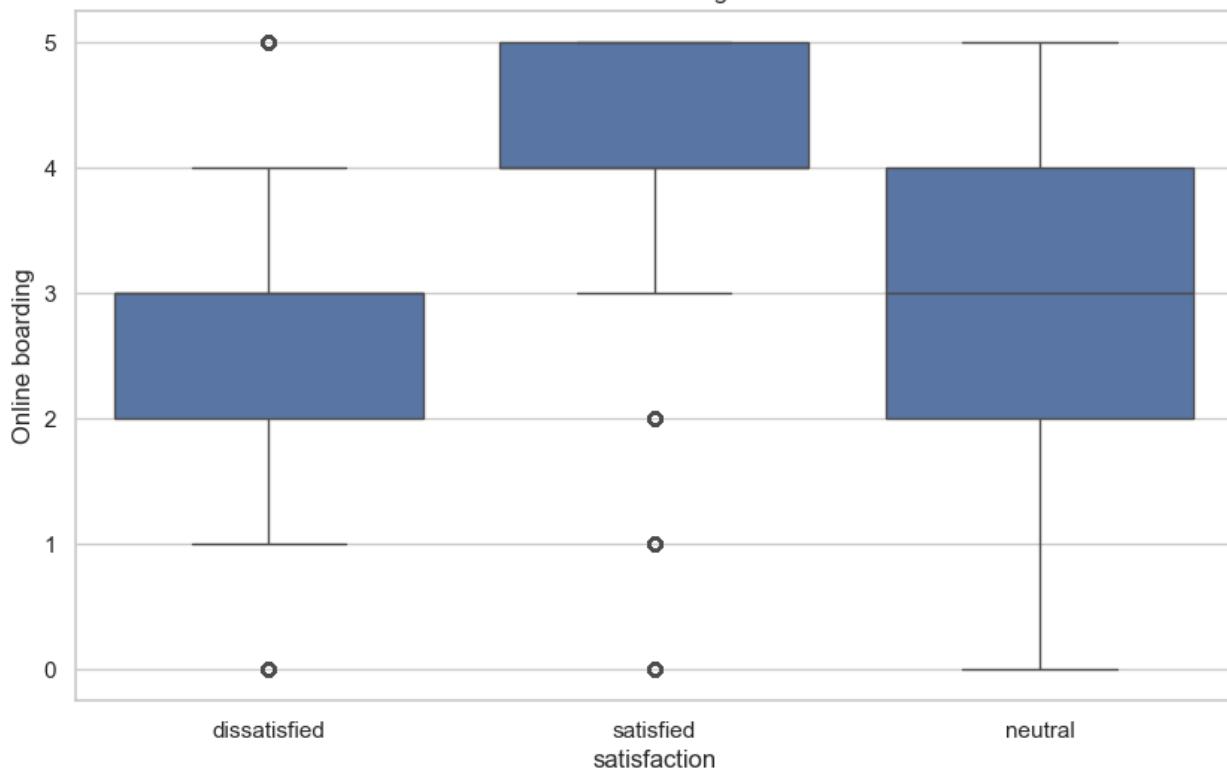
Relation entre Gate location et la Satisfaction



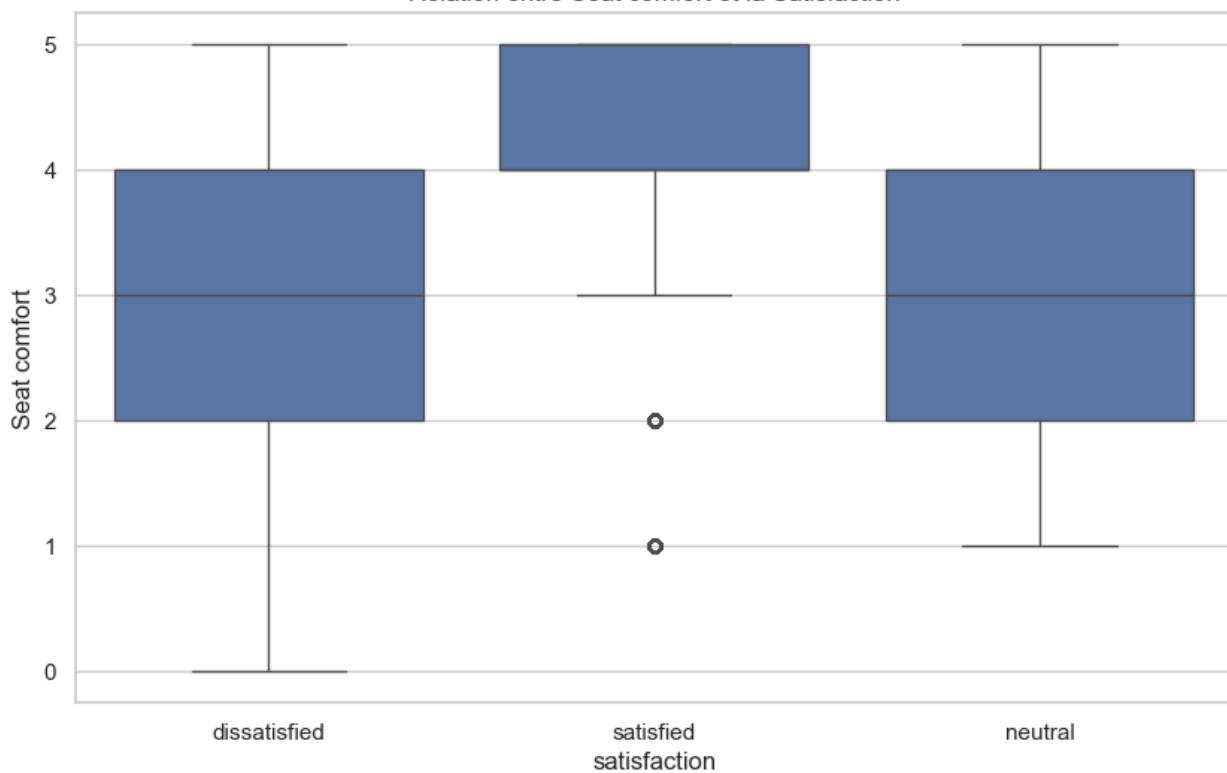
Relation entre Food and drink et la Satisfaction



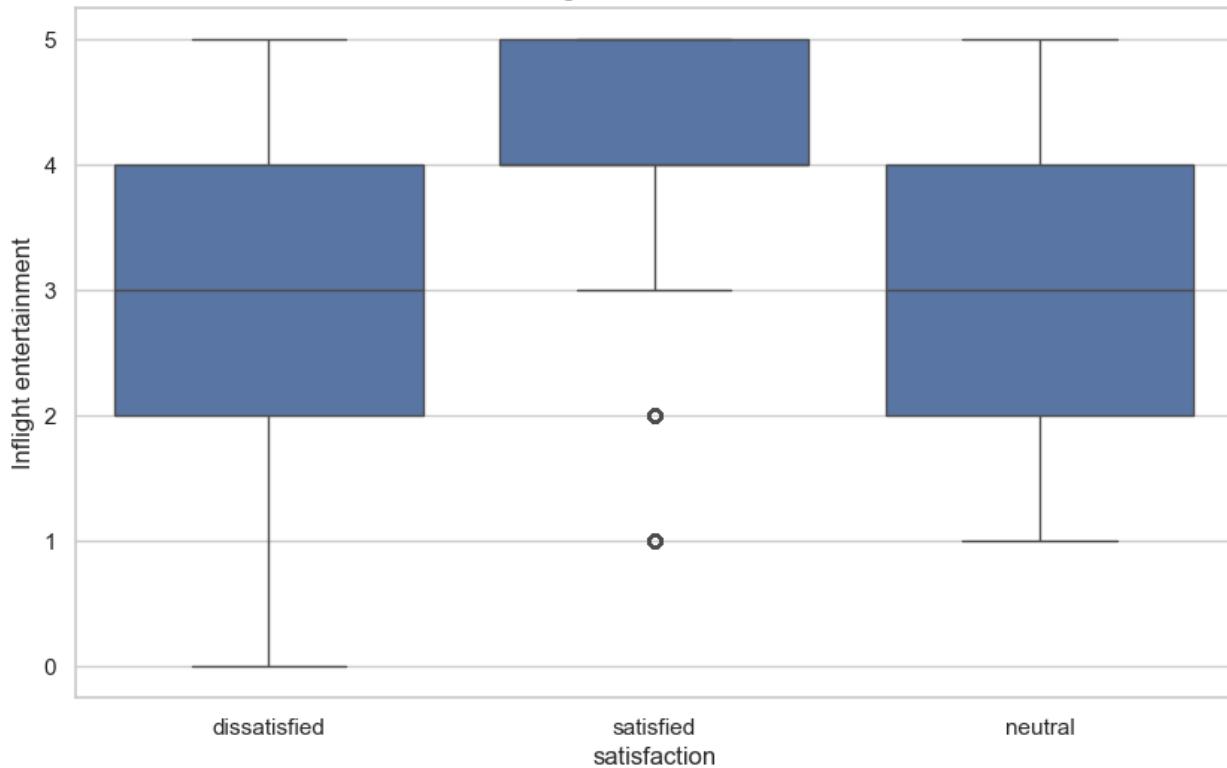
Relation entre Online boarding et la Satisfaction



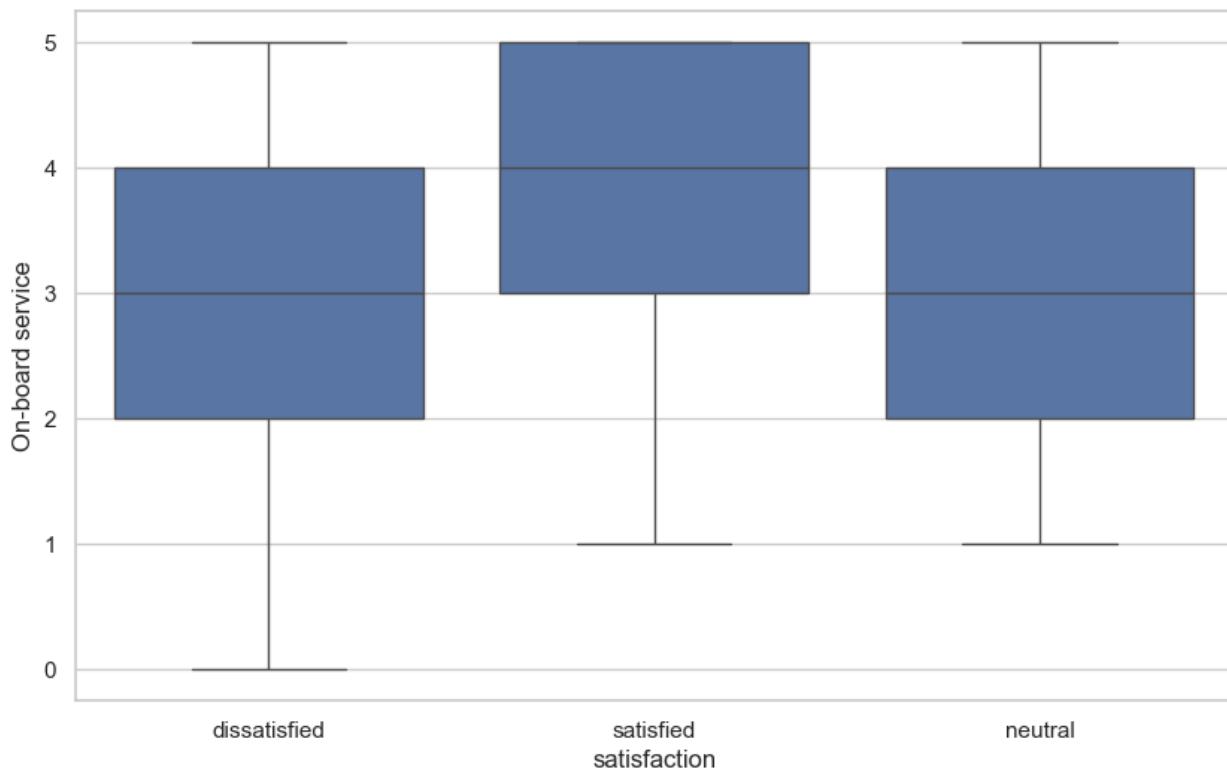
Relation entre Seat comfort et la Satisfaction



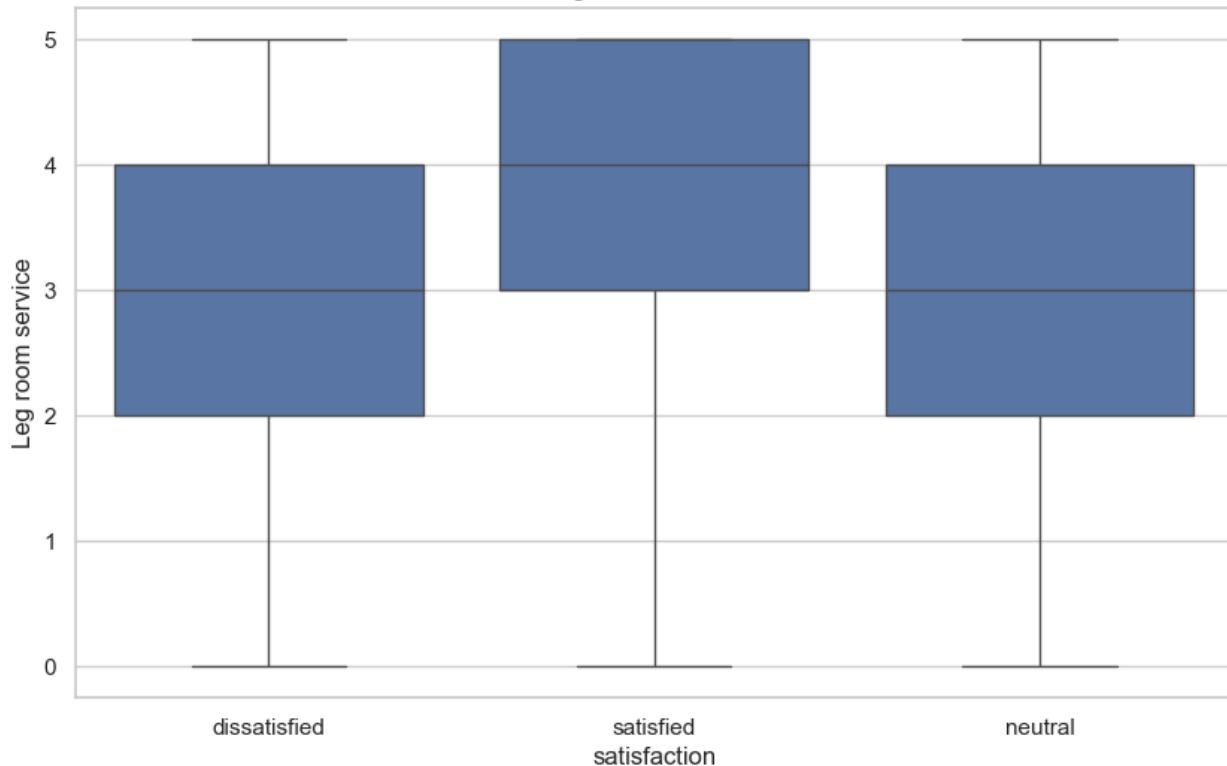
Relation entre Inflight entertainment et la Satisfaction



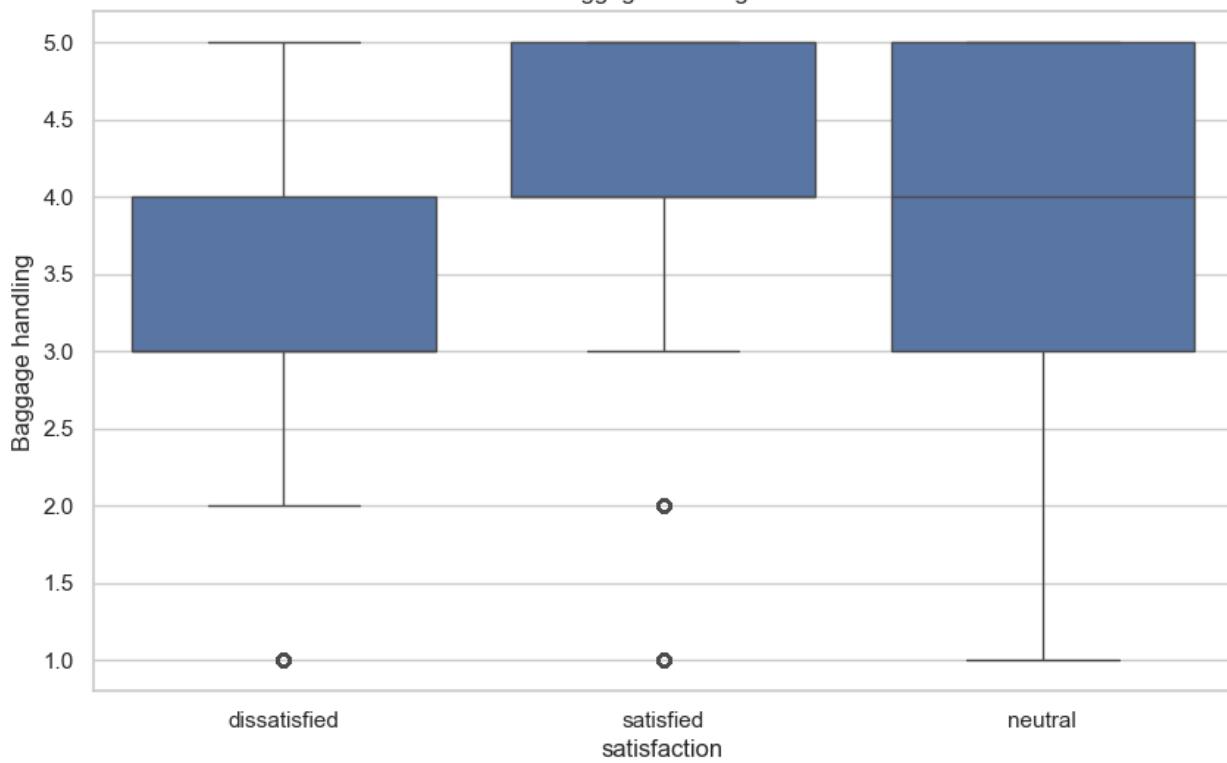
Relation entre On-board service et la Satisfaction



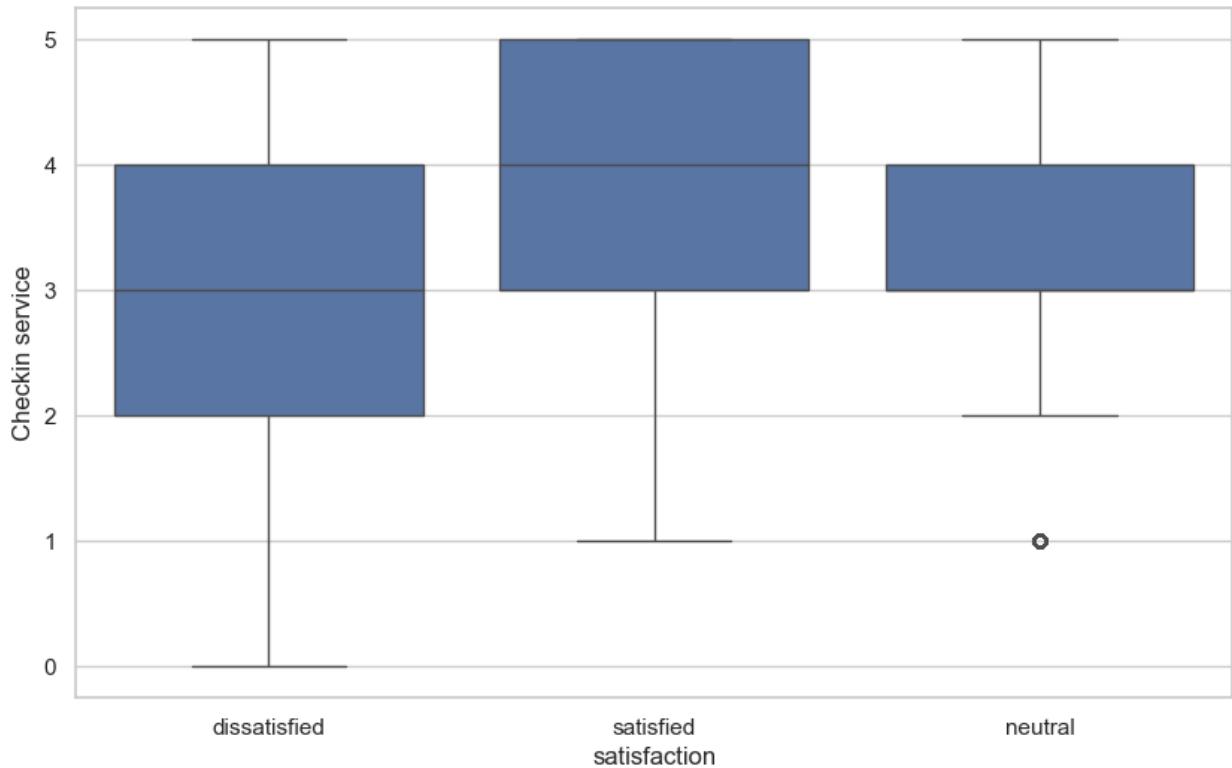
Relation entre Leg room service et la Satisfaction



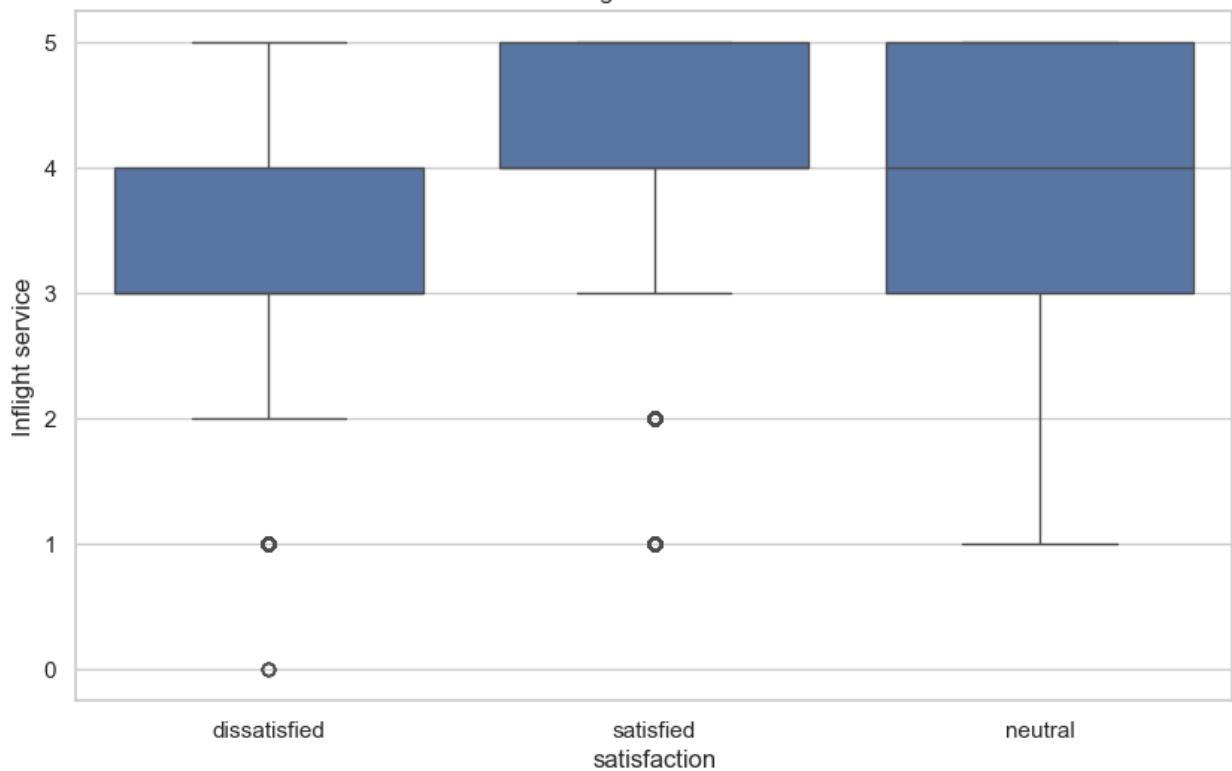
Relation entre Baggage handling et la Satisfaction



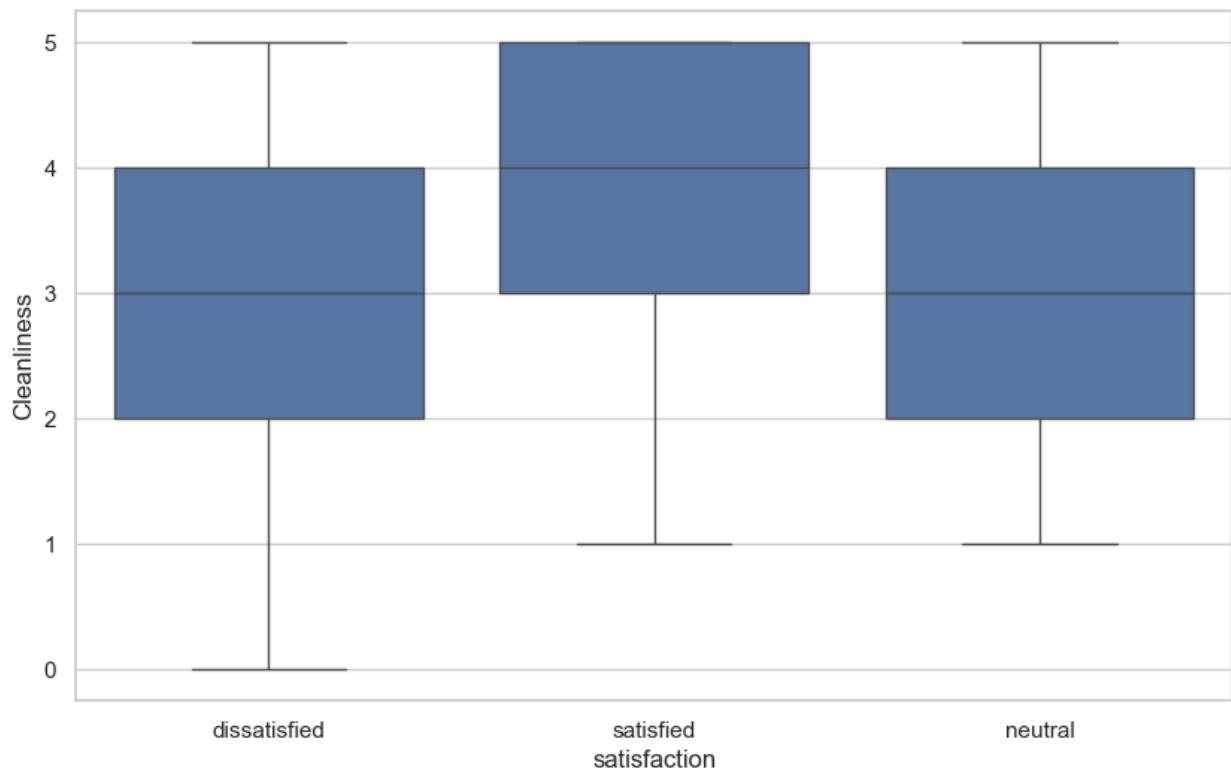
Relation entre Checkin service et la Satisfaction



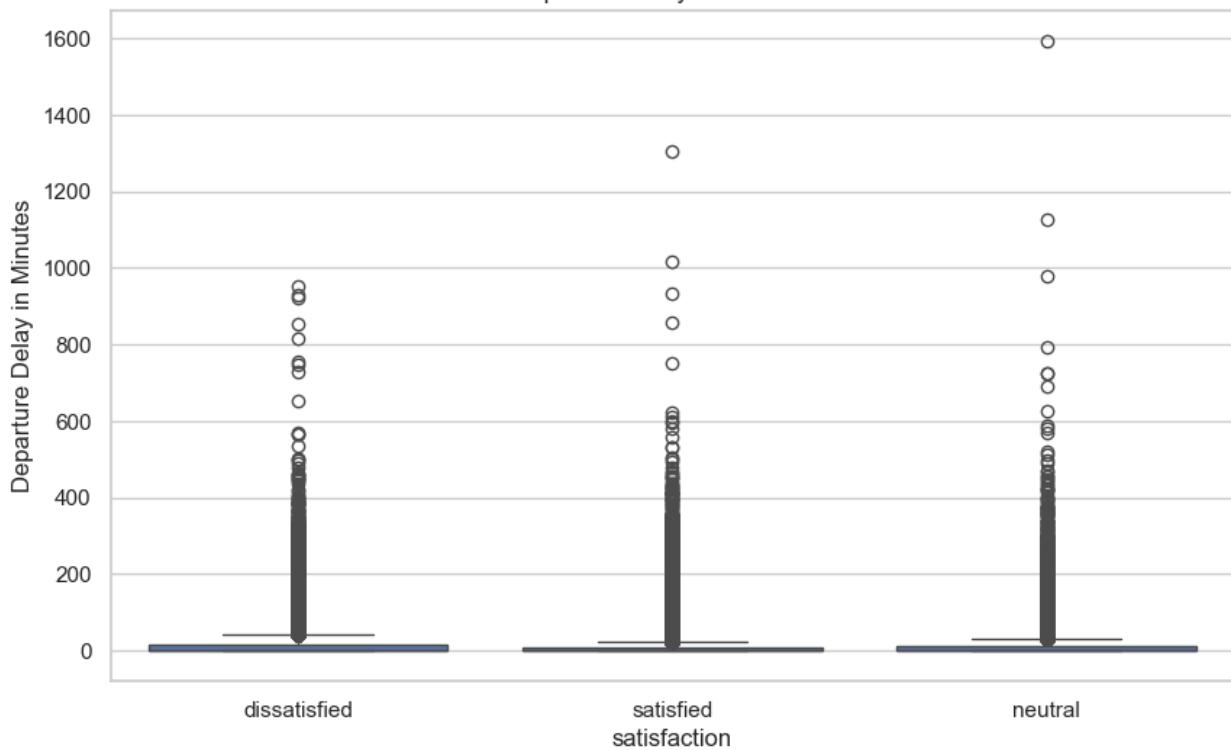
Relation entre Inflight service et la Satisfaction



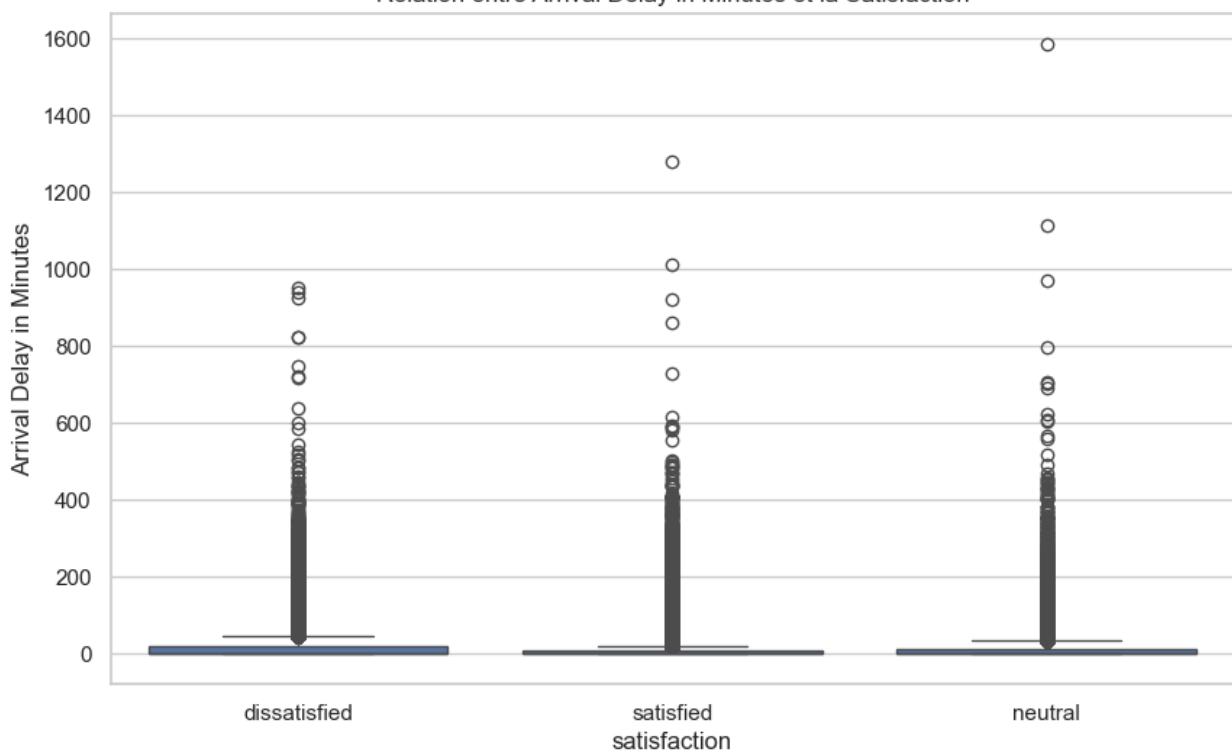
Relation entre Cleanliness et la Satisfaction



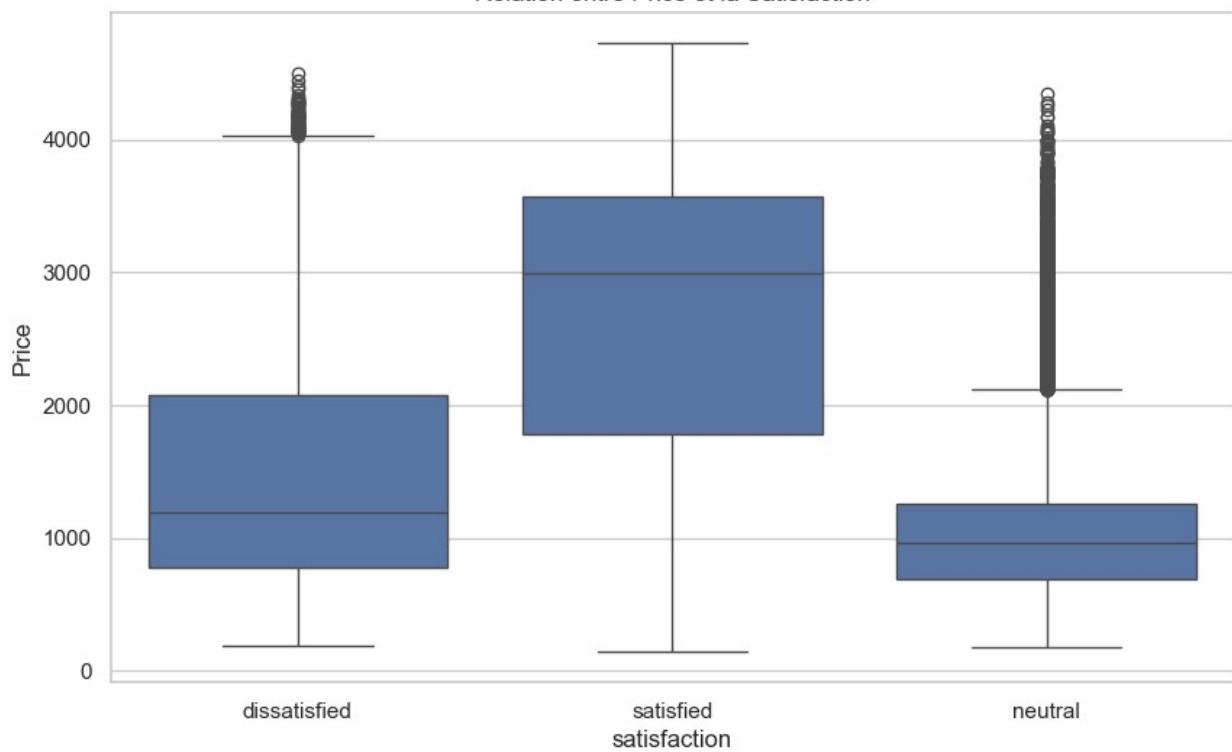
Relation entre Departure Delay in Minutes et la Satisfaction



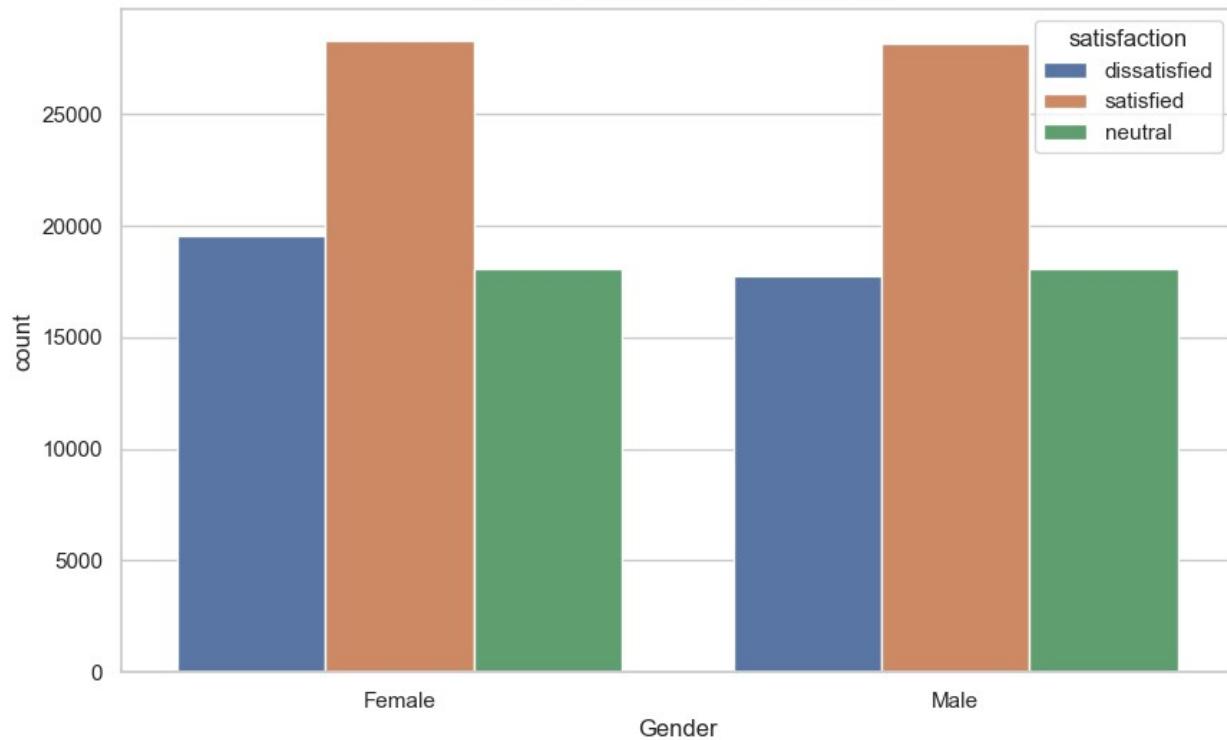
Relation entre Arrival Delay in Minutes et la Satisfaction



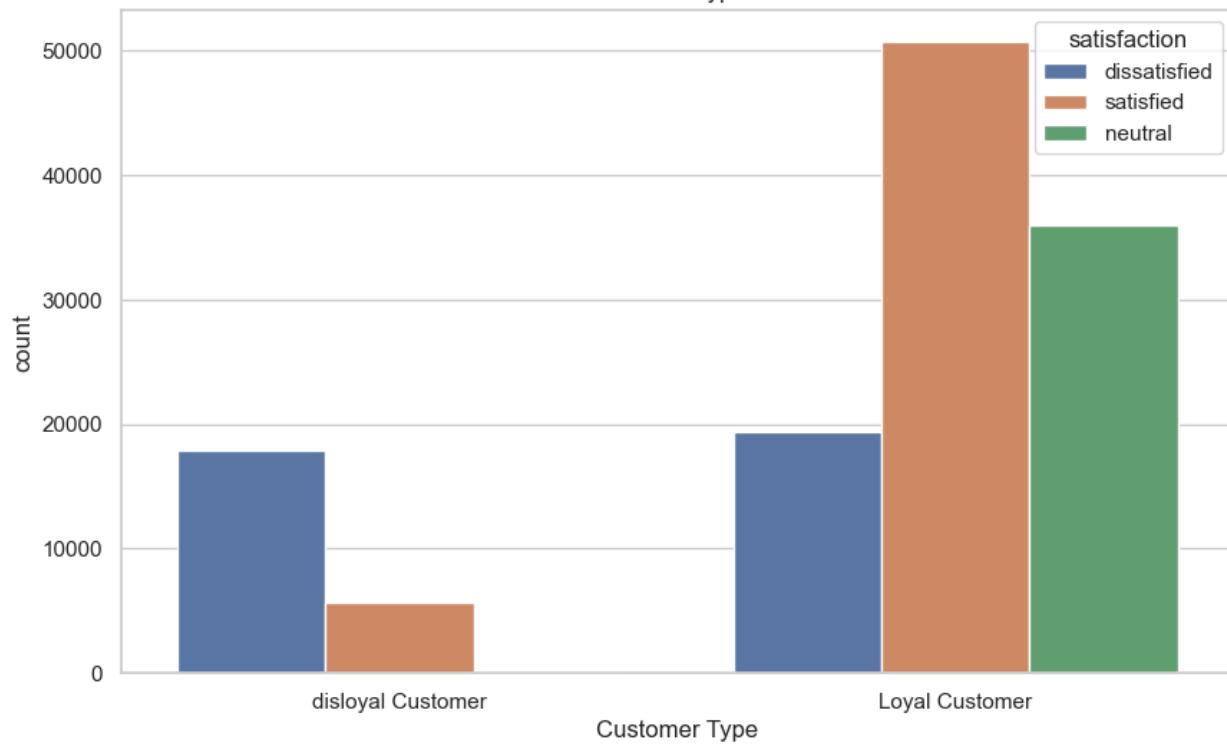
Relation entre Price et la Satisfaction



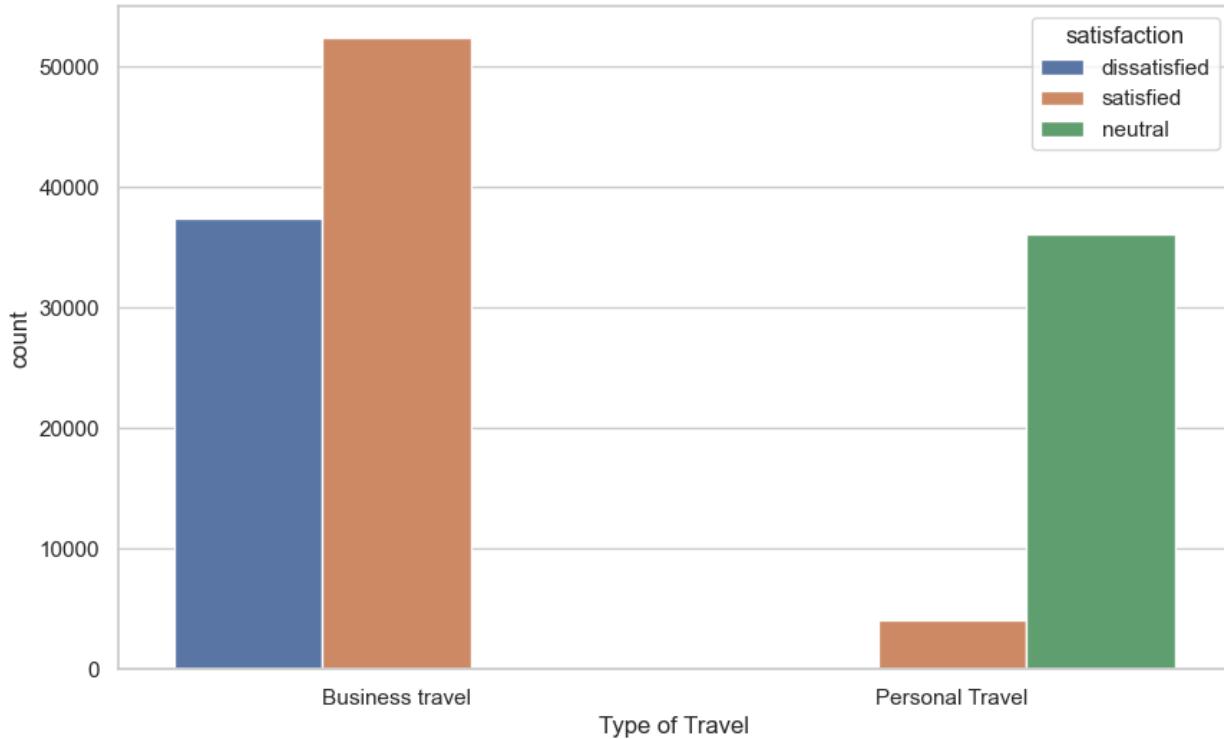
Relation entre Gender et la Satisfaction



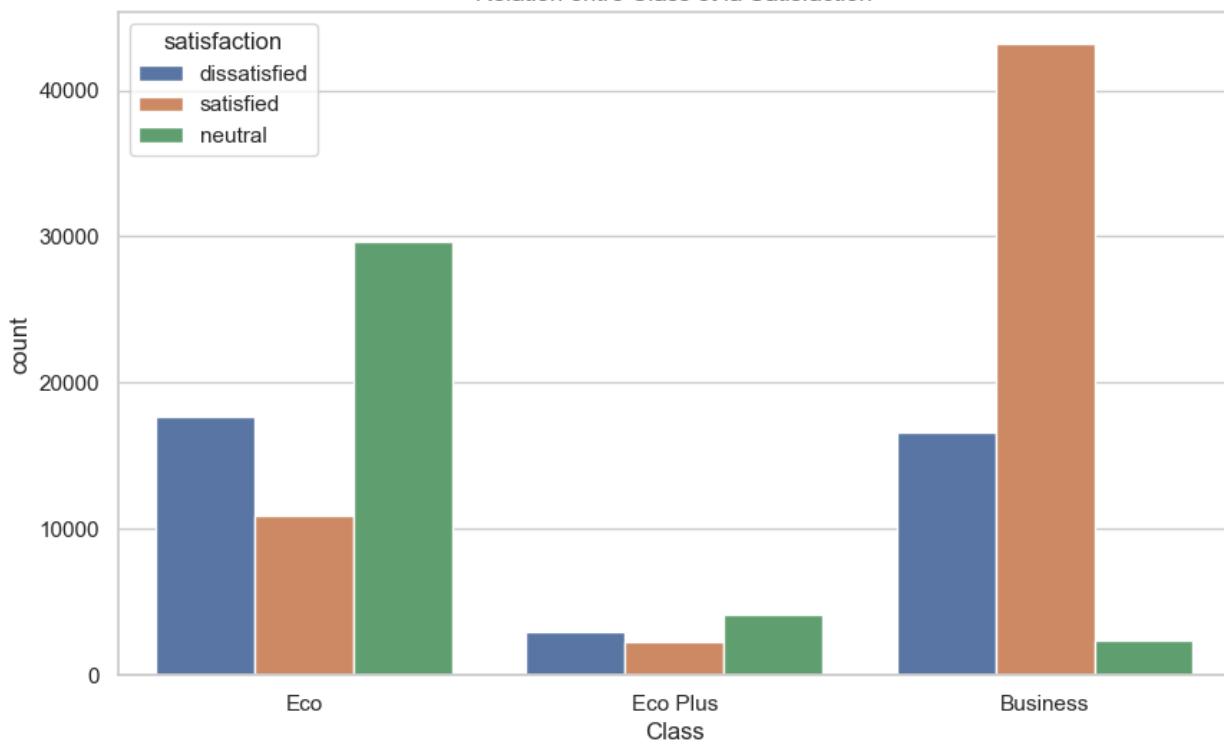
Relation entre Customer Type et la Satisfaction

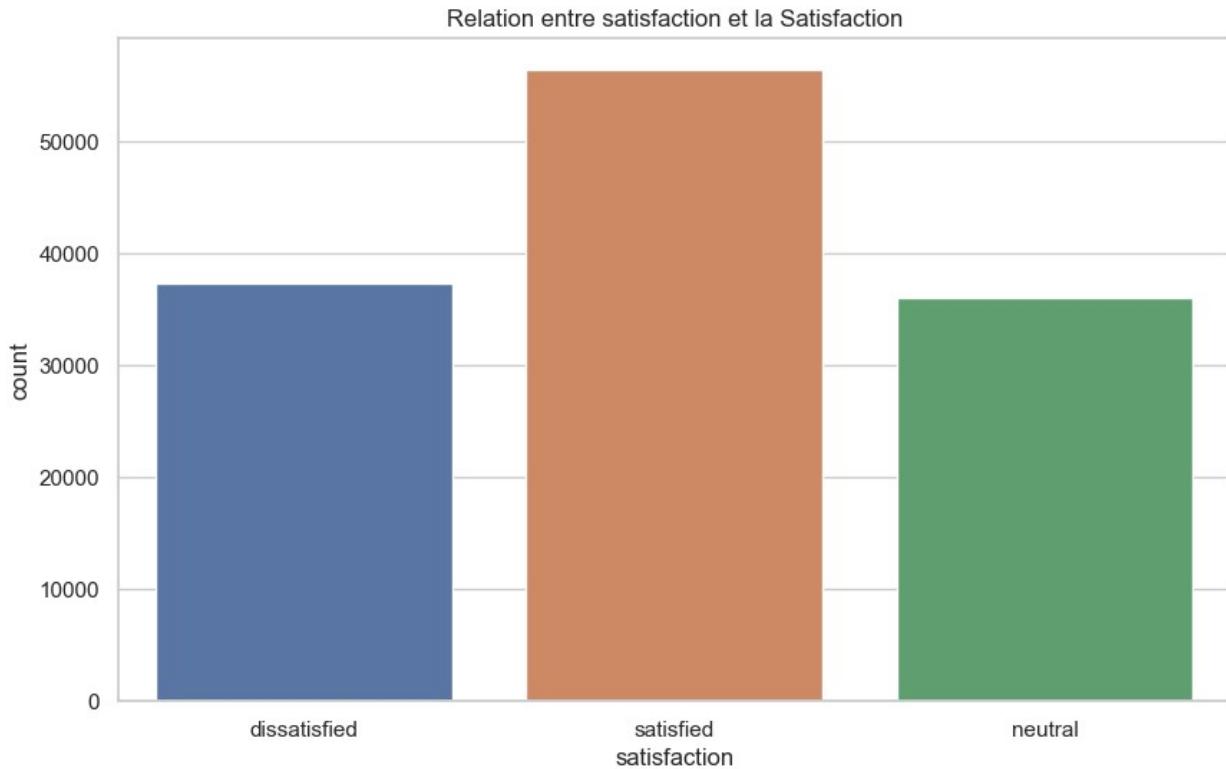


Relation entre Type of Travel et la Satisfaction



Relation entre Class et la Satisfaction





## 1. Test t de Student

Comparer les âges des clients satisfaits et insatisfaits :

```
from scipy.stats import ttest_ind

satisfied_age = df[df['satisfaction'] == 'satisfied']['Age']
dissatisfied_age = df[df['satisfaction'] == 'dissatisfied']['Age']

t_stat, p_value = ttest_ind(satisfied_age, dissatisfied_age)
print(f"T-statistic: {t_stat}, P-value: {p_value}")

T-statistic: 55.064924944022756, P-value: 0.0
```

Conclusion : Les âges des clients satisfaits et insatisfaits sont significativement différents.

## 2. Test du Chi-deux

Vérifier l'association entre le type de client et la satisfaction :

```
from scipy.stats import chi2_contingency

contingency_table = pd.crosstab(df['Customer Type'],
                                df['satisfaction'])
chi2, p, dof, ex = chi2_contingency(contingency_table)
print(f"Chi2: {chi2}, P-value: {p}")
```

```
Chi2: 32248.59327330478, P-value: 0.0
```

Conclusion : Il existe une association significative entre le type de client (loyal ou non) et la satisfaction.

### 3. ANOVA (Analyse de la variance)

Comparer les prix entre les différentes classes :

```
from scipy.stats import f_oneway

eco_prices = df[df['Class'] == 'Eco']['Price']
eco_plus_prices = df[df['Class'] == 'Eco Plus']['Price']
business_prices = df[df['Class'] == 'Business']['Price']

f_stat, p_value = f_oneway(eco_prices, eco_plus_prices,
                           business_prices)
print(f"F-statistic: {f_stat}, P-value: {p_value}")

F-statistic: 144545.0196514146, P-value: 0.0
```

Conclusion : Les prix des billets diffèrent significativement entre les classes Eco, Eco Plus et Business.

### 4. Coefficient de corrélation de Pearson

Vérifier la corrélation entre l'âge et le prix :

```
from scipy.stats import pearsonr

age = df['Age']
price = df['Price']

correlation, p_value = pearsonr(age, price)
print(f"Pearson Correlation: {correlation}, P-value: {p_value}")

Pearson Correlation: 0.1744102103526226, P-value: 0.0
```

Conclusion : Il existe une faible mais significative corrélation positive entre l'âge et le prix payé par les clients.

Résumé des conclusions:

Test t de Student : Les âges des clients satisfaits et insatisfaits sont significativement différents.  
Test du Chi-deux : Il existe une association significative entre le type de client (loyal ou non) et la satisfaction.  
ANOVA : Les prix des billets diffèrent significativement entre les classes Eco, Eco Plus et Business.  
Coefficient de corrélation de Pearson : Il existe une faible mais significative corrélation positive entre l'âge et le prix payé.

## Étape 2 (suite) : Analyse Exploratoire des Données (AED)

Visualisation des relations et des corrélations

Pour comprendre mieux les relations entre les variables et notamment leur impact sur les variables cibles 'Satisfaction' et 'Price', nous allons créer des visualisations plus spécifiques.

## Étape 1: Convertir les variables catégorielles en numériques

Avant de calculer la matrice de corrélation, nous devons transformer toutes les variables catégorielles en variables numériques en utilisant un encodage approprié. L'encodage One-Hot est une méthode commune pour ce faire, mais pour les besoins de la matrice de corrélation, un encodage de label simple pourrait être plus approprié pour conserver la structure de DataFrame.

```
from sklearn.preprocessing import LabelEncoder

# Créer une copie du DataFrame pour éviter de modifier les données originales
df_numeric = df.copy()

# Liste des colonnes catégorielles
categorical_cols =
df_numeric.select_dtypes(include=['object']).columns

# Appliquer LabelEncoder à chaque colonne catégorielle
label_encoder = LabelEncoder()
for col in categorical_cols:
    df_numeric[col] = label_encoder.fit_transform(df_numeric[col])

# Vérifier le nouveau DataFrame
print(df_numeric.head())
```

	Gender	Customer Type	Age	Type of Travel	Class	Flight Distance	
0	0		1	19.0	0	1	353.0
1	1		0	54.0	0	2	1088.0

2	0	1	23.0	0	0	977.0
3	1	0	58.0	0	0	2932.0
4	1	0	45.0	0	1	667.0
Inflight wifi service Departure/Arrival time convenient \						
0		3			4	
1		5			2	
2		2			0	
3		2			3	
4		1			0	
Ease of Online booking Gate location ... On-board service \						
0		3.0	4.0	...	5	
1		2.0	2.0	...	2	
2		2.0	5.0	...	5	
3		3.0	3.0	...	2	
4		0.0	2.0	...	4	
Leg room service Baggage handling Checkin service Inflight service \						
0		5.0		5	2	
2						
1		3.0		5	1	
2						
2		4.0		4	5	
5						
3		2.0		2	1	
2						
4		2.0		2	4	
2						
Cleanliness Departure Delay in Minutes Arrival Delay in Minutes \						
0		2		0		3.0
1		5		0		0.0
2		5		0		0.0
3		1		15		11.0
4		2		0		5.0
satisfaction Price						
0		0	565			
1		2	2573			

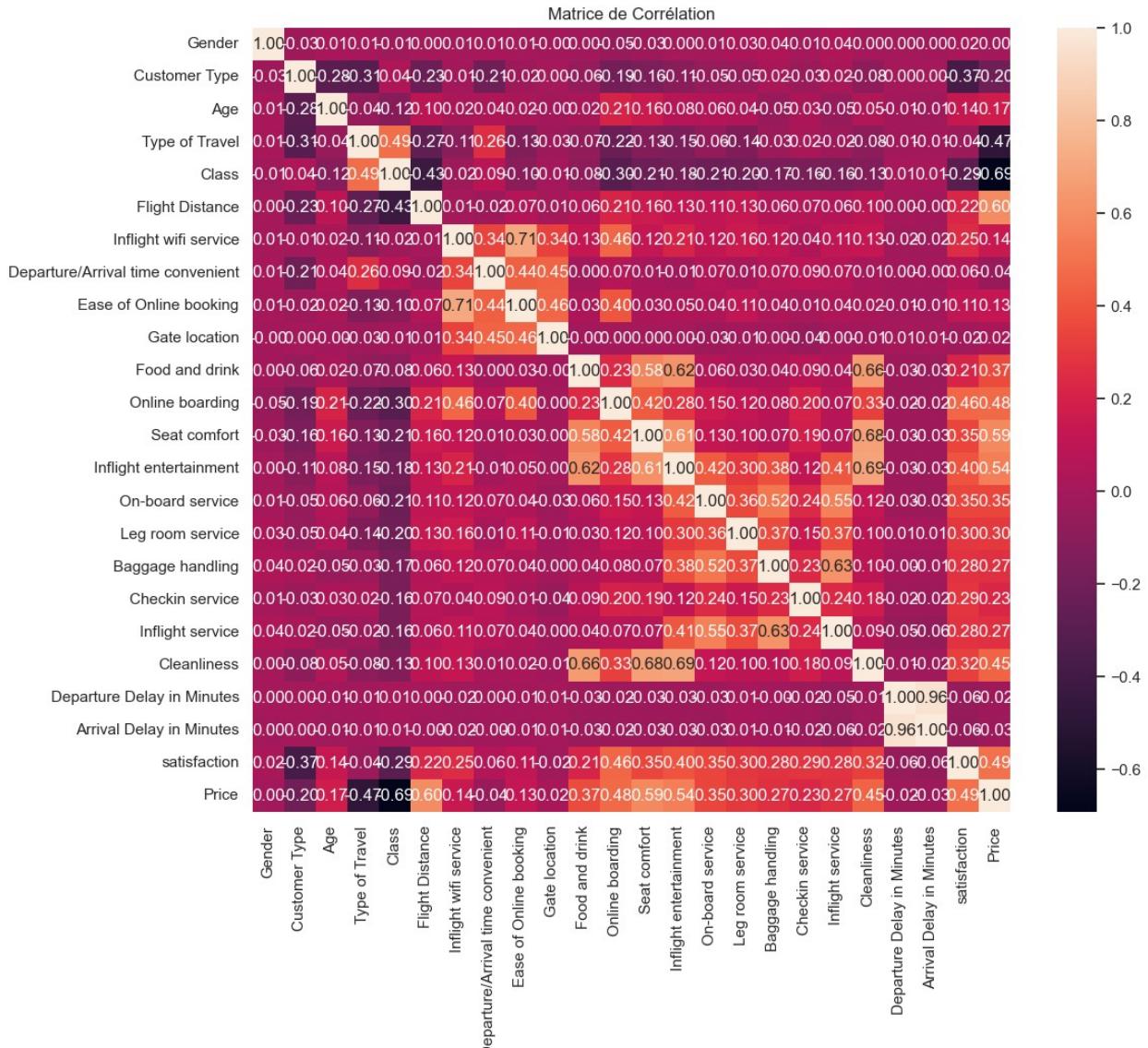
```
2          0    2339  
3          0    2695  
4          0     622
```

```
[5 rows x 24 columns]
```

## Étape 2: Recalculer la matrice de corrélation

Maintenant que toutes nos données sont numériques, nous pouvons recalculer la matrice de corrélation sans rencontrer l'erreur précédente.

```
# Corrélation entre les variables numériques et 'Price'  
correlation_matrix = df_numeric.corr()  
plt.figure(figsize=(12, 10))  
sns.heatmap(correlation_matrix, annot=True, fmt=".2f")  
plt.title('Matrice de Corrélation')  
plt.show()
```



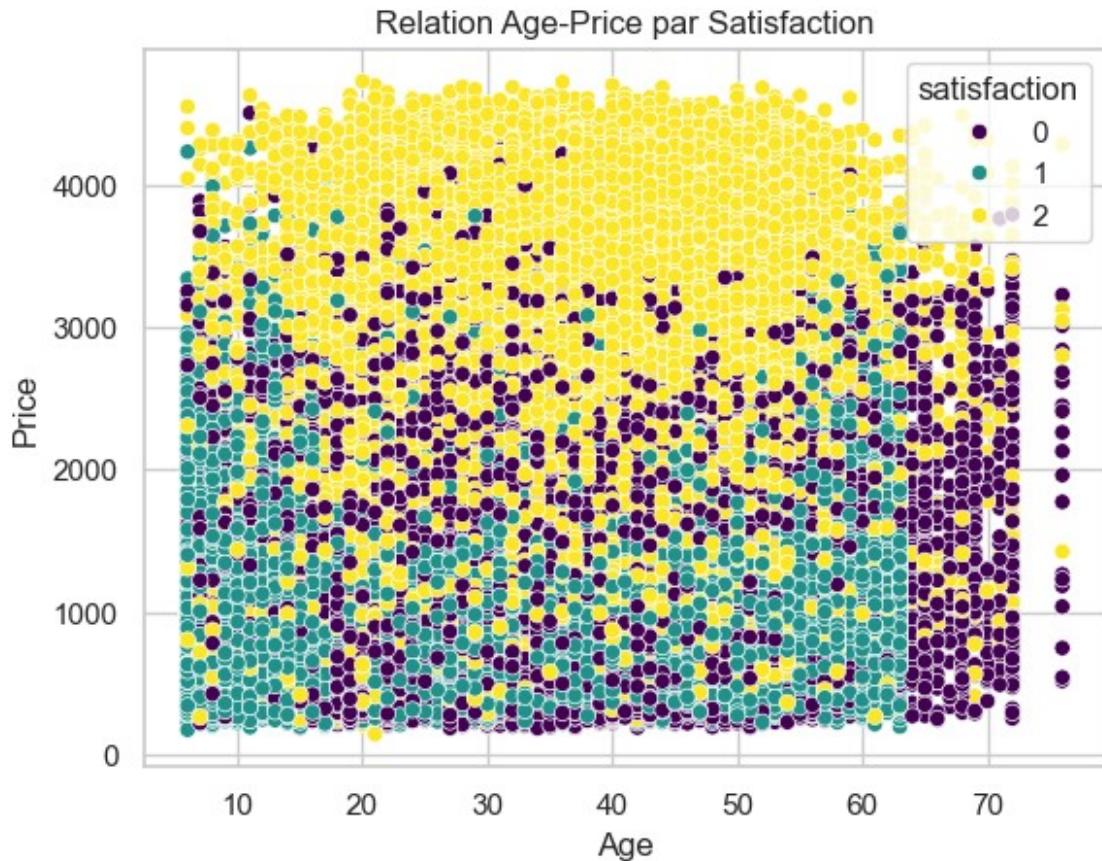
## Étape 3: Visualisation des relations spécifiques

Ensuite, nous vérifions les relations spécifiques entre les variables, comme l'âge et le prix, tout en colorant par satisfaction.

```
# Assurer que 'Satisfaction' est numérique si nécessaire
df_numeric['Satisfaction'] =
label_encoder.fit_transform(df['satisfaction'])

# Visualisation de la relation spécifique
sns.scatterplot(x='Age', y='Price', hue='satisfaction',
data=df_numeric, palette='viridis')
```

```
plt.title('Relation Age-Price par Satisfaction')
plt.show()
```



## Étape 2 : Prétraitement des Données

### Sélection des Variables Explicatives

Nous allons essayer différentes sélections de variables explicatives et appliquer plusieurs stratégies d'imputation des valeurs manquantes.

```
from sklearn.model_selection import train_test_split
from sklearn.preprocessing import StandardScaler, LabelEncoder
from sklearn.impute import SimpleImputer

# Créer une copie du DataFrame pour éviter de modifier les données originales
df_numeric = df.copy()

# Appliquer LabelEncoder à chaque colonne catégorielle
label_encoder = LabelEncoder()
for col in categorical_cols:
    df_numeric[col] = label_encoder.fit_transform(df_numeric[col])
```

```

# Sélection des variables explicatives
X = df_numeric.drop('satisfaction', axis=1)
y = df_numeric['satisfaction']

# Imputation des valeurs manquantes avec la médiane
imputer = SimpleImputer(strategy='median')
X = imputer.fit_transform(X)

# Normalisation des variables
scaler = StandardScaler()
X = scaler.fit_transform(X)

# Division des données en ensembles d'entraînement et de test
X_train, X_test, y_train, y_test = train_test_split(X, y,
test_size=0.2, random_state=42)

```

## Étape 3 : Application des Algorithmes de Classification

Nous allons appliquer plusieurs algorithmes de classification et utiliser GridSearchCV pour rechercher les meilleurs hyperparamètres.

```

from sklearn.model_selection import GridSearchCV
from sklearn.metrics import confusion_matrix, classification_report,
roc_auc_score
from sklearn.linear_model import LogisticRegression
from sklearn.ensemble import RandomForestClassifier
from sklearn.svm import SVC
from sklearn.neighbors import KNeighborsClassifier

# Définition des hyperparamètres pour GridSearchCV
param_grid_lr = {'C': [0.1, 1, 10, 100]}
param_grid_rf = {'n_estimators': [100, 200, 300], 'max_depth': [None,
10, 20, 30]}
param_grid_svc = {'C': [0.1, 1, 10], 'kernel': ['linear', 'rbf']}
param_grid_knn = {'n_neighbors': [3, 5, 7, 9]}

# Initialisation des modèles
models = {
    'Logistic Regression': (LogisticRegression(), param_grid_lr),
    'Random Forest': (RandomForestClassifier(), param_grid_rf),
    'Support Vector Classifier': (SVC(probability=True),
param_grid_svc),
    'K-Nearest Neighbors': (KNeighborsClassifier(), param_grid_knn)
}

# Application des modèles et évaluation des performances
results = {}

```

```

for model_name, (model, param_grid) in models.items():
    grid_search = GridSearchCV(model, param_grid, cv=5,
scoring='accuracy')
    grid_search.fit(X_train, y_train)

    best_model = grid_search.best_estimator_
    y_pred = best_model.predict(X_test)

    # Vérifier si le modèle supporte predict_proba, sinon utiliser
    decision_function
    if hasattr(best_model, "predict_proba"):
        y_proba = best_model.predict_proba(X_test)
    elif hasattr(best_model, "decision_function"):
        y_proba = best_model.decision_function(X_test)
        y_proba = (y_proba - y_proba.min()) / (y_proba.max() -
y_proba.min()) # Normaliser pour avoir des valeurs entre 0 et 1
    else:
        y_proba = None

    cm = confusion_matrix(y_test, y_pred)
    cr = classification_report(y_test, y_pred)

    if y_proba is not None:
        auc = roc_auc_score(y_test, y_proba, multi_class='ovr')
    else:
        auc = None

    results[model_name] = {
        'Best Model': best_model,
        'Confusion Matrix': cm,
        'Classification Report': cr,
        'AUC': auc
    }

    print(f"Model: {model_name}")
    print(f"Best Parameters: {grid_search.best_params_}")
    print(f"Confusion Matrix:\n{cm}")
    print(f"Classification Report:\n{cr}")
    if auc is not None:
        print(f"AUC: {auc}")
    print("\n" + "="*60 + "\n")

Model: Logistic Regression
Best Parameters: {'C': 100}
Confusion Matrix:
[[6209  2 1282]
 [ 0 7165  0]
 [1256  660 9402]]
Classification Report:
      precision    recall   f1-score   support

```

0	0.83	0.83	0.83	7493
1	0.92	1.00	0.96	7165
2	0.88	0.83	0.85	11318
accuracy			0.88	25976
macro avg	0.88	0.89	0.88	25976
weighted avg	0.88	0.88	0.88	25976

AUC: 0.9617320718070883

=====

Model: Random Forest  
Best Parameters: {'max\_depth': 30, 'n\_estimators': 200}

Confusion Matrix:

[[	7203	2	288]
[	0	7148	17]
[	320	311	10687]]

Classification Report:

	precision	recall	f1-score	support
0	0.96	0.96	0.96	7493
1	0.96	1.00	0.98	7165
2	0.97	0.94	0.96	11318
accuracy			0.96	25976
macro avg	0.96	0.97	0.96	25976
weighted avg	0.96	0.96	0.96	25976

AUC: 0.996652443679339

=====