

Explainability Challenge

Give them a simple model prediction.

Ask them to generate a plain-language explanation for a non-technical user.

(Focus: investigation, small experiments, structured thinking)

Mam gave me this question, Give me a appropriate answer to this question

Here's a clean, appropriate answer you can give for the **Explainability Challenge** exactly in the format your teacher expects — simple model prediction + plain-language explanation + structured thinking.

Explainability Challenge – Sample Answer

Model Prediction (Simple Example)

A machine-learning model predicts:

“The customer will *churn* (leave the service) next month.”

Task

Explain this prediction in **plain, non-technical language**, as if you're talking to someone who has no background in ML.

Plain-Language Explanation

The model thinks this customer might leave because of a few patterns it noticed in their past behaviour:

1. **They haven't used the service much recently.**

When customers suddenly reduce their activity, they often end up leaving.

2. **Their last bill was higher than usual.**

Many customers leave when prices increase or bills become unexpectedly high.

3. They contacted support with a complaint.

Customers who report issues are more likely to stop using the service if their problem continues.

So in simple terms, the model is saying:

“This customer looks similar to other people who left earlier. They’re using the service less, they’re unhappy about a recent bill, and they had a complaint—so they might leave too.”

How This Shows Explainability

- We started with a simple prediction (customer will churn).
- Instead of technical terms like “features,” “weights,” or “probabilities,” we translated the reasons into **everyday language**.
- This helps non-technical users understand *why* the model produced that result.

If you want, I can make:

- ✓ a shorter version
- ✓ a version for medical, finance, or Aadhaar examples
- ✓ a diagram-like explanation (risk map style)

Just tell me!

