

		Ground truth labels	
		Positives	Negatives
Call taker predictions	Positives	True positives 399	False positives 1,938
	Negatives	False negatives 358	True negatives 341,335

		Ground truth labels	
		Positives	Negatives
Model predictions	Positives	True positives 477	False positives 1,440
	Negatives	False negatives 280	True negatives 341,833