**Project Development Phase**

**Model Performance Test**

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| Date | 30 June 2025 |
| Team ID | LTVIP2025TMID44393 |
| Project Name | ResolveNow:Your Platform for Online Complaints |
| Maximum Marks | 10 Marks |

**Model Performance Testing:**

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| **S.No.** | **Parameter** | **Values** | **Screenshot** |
| 1. | Metrics | **Classification Model:** Accuracy Score – 90% Classification Report – Output from classification\_report(y\_test, y\_pred) showing precision, recall, F1-score for all 4 classes |  |
| 2. | Tune the Model | **Hyperparameter Tuning:** Not manually applied. Default parameters not used.  **Validation Method:** Train-test split 60%/20% and SMOTE for class balancing |  |