

Class 1: Urgent

	true urgent	true not
system urgent	8	11
system not	8	340

$$\text{precision} = \frac{8}{8+11} = .42$$

Class 2: Normal

	true normal	true not
system normal	60	55
system not	40	212

$$\text{precision} = \frac{60}{60+55} = .52$$

Class 3: Spam

	true spam	true not
system spam	200	33
system not	51	83

$$\text{precision} = \frac{200}{200+33} = .86$$

Pooled

	true yes	true no
system yes	268	99
system no	99	635

$$\text{microaverage precision} = \frac{268}{268+99} = .73$$

$$\text{macroaverage precision} = \frac{.42+.52+.86}{3} = .60$$