# Report

### **Executive Summary (~300-500 words)**

*Write your executive summary here. An executive summary is essentially a brief write-up that summarizes the complete capstone project. This includes your understanding of the data and the problem statement, the approaches that you took to satisfactorily solve the problem, and the results of the project.*

### **Business Insights and Recommendations (~500-1000 words)**

*Explain your insights into the profitability of the telecommunication service program and assess the potential impact of your model by considering misclassification costs.*

*Recommend strategies to leverage NLP techniques, recent advancements in LLMs and Generative AI to analyze customer interaction data for predicting churn. Propose innovative solutions by considering resource limitations, data privacy concerns, and implementation challenges.*