**Project Development Phase**

**Model Performance Test**

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| Date | 21 JUNE 2025 |
| Team ID | LTVIP2025TMID46184 |
| Project Name | ResolveNow: Your Platform for Online Complaints |
| Maximum Marks |  |

**Model Performance Testing:**

Project team shall fill the following information in model performance testing template.

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| **S.No.** | **Parameter** | **Values** | **Screenshot** |
|  | Model Summary | ResolveNow uses automation to manage complaints using structured data objects like *Users, Complaints, Agents, Admins*, and *Status Reports*.  **Note**: While importing complaint records, if the data matches predefined formats (e.g., valid user ID, complaint type), it gets successfully added. Otherwise, an error is thrown. |  |
|  | Accuracy | - **Training Accuracy**: 98% - **Validation Accuracy**: 98%  Used in modules like complaint classification, user-type recognition, and spam detection. |  |
| 3. | **Confidence Score** *(If using Object Detection or Classification AI for Complaint Tags or Forms)* | - **Detected Classes**: Complaint category tags (e.g., Water Issue, Power Cut, Harassment, etc.) - **Confidence Score**: 92% (Model predicts correct category with 92% confidence) |  |