Report 1 Intent Accuracy Summary

Table 1 of 2

intent	f1-score	precision	recall	samples	confused_with
end_conversation	1.0	1.0	1.0	6	
self_service	0.957	0.917	1.0	11	
tvision	0.913	0.913	0.913	115	'pa_edit_cancel': 2 'shop_device': 1
lost_phone	0.909	0.957	0.865	52	'worry_shutoff': 1 'setup_autopay': 1
setup_autopay	0.907	0.867	0.951	41	'pa_update_payment': 2
speak_spanish	0.898	1.0	0.815	65	'transfer_to_expert': 3 'bill_view': 2
shop_device_apple	0.89	0.862	0.92	75	'shop_device': 2 'order_status': 1
affirm	0.876	0.878	0.874	230	'out_of_scope': 11 'broken': 2
line_suspend	0.851	0.86	0.841	44	'transfer_to_expert': 2 'worry_shutoff': 1
deny	0.843	0.847	0.838	99	'out_of_scope': 5 'affirm': 4
bill_pay	0.842	0.801	0.887	141	'pa_change_dates': 4 'pa_create': 3
order_status	0.84	0.808	0.875	48	'shop_device': 2 'pa_cannot_pay': 1
plan_addons	0.839	0.887	0.797	59	'line_add': 2 'tmo_out_of_scope': 2
bill_view	0.827	0.767	0.898	88	'bill_general': 4 'bill_pay': 2
broken	0.827	0.801	0.854	151	'pa_update_payment': 3 'out_of_scope': 3
line_add	0.81	0.79	0.831	77	'line_add_byo': 5 'shop_device_apple': 3
main_menu	0.809	0.792	0.826	23	'button_payment_options': 1 'line_add_byo': 1
transfer_to_expert	0.806	0.811	0.801	161	'tmo_out_of_scope': 4 'line_suspend': 4
thank	0.793	0.774	0.814	59	'deny': 3 'pa_update_payment': 2
plan_compare	0.784	0.75	0.822	73	'plan_review': 5 'thank': 2
shop_device	0.754	0.75	0.758	91	'plan_compare': 6 'line_add': 5
pa_update_payment	0.75	0.727	0.774	62	'pa_edit_cancel': 4 'pa_change_dates': 3
payment_processing	0.74	0.771	0.711	76	'pa_edit_cancel': 6 'pa_change_dates': 5
pa_change_dates	0.724	0.672	0.783	157	'pa_edit_cancel': 16 'pa_cannot_pay': 11
plan_review	0.674	0.659	0.69	42	'plan_compare': 7 'tvision': 2
why	0.667	0.667	0.667	15	'worry_shutoff': 1 'main_menu': 1
out_of_scope	0.664	0.816	0.56	293	'affirm': 21 'transfer_to_expert': 10

Report 1 Intent Accuracy Summary

Table 2 of 2

intent	f1-score	precision	recall	samples	confused_with
pa_create	0.654	0.607	0.708	96	'pa_cannot_pay': 8 'pa_change_dates': 5
pa_edit_cancel	0.65	0.642	0.658	161	'pa_change_dates': 18 'pa_cannot_pay': 11
line_add_byo	0.648	0.622	0.676	34	'line_add': 4 'out_of_scope': 2
greeting	0.635	0.643	0.628	43	'closing': 4 'affirm': 2
pa_view_existing	0.6	0.818	0.474	19	'pa_create': 4 'bill_view': 2
closing	0.597	0.588	0.606	33	'greeting': 3 'transfer_to_expert': 2
worry_shutoff	0.596	0.586	0.607	28	'bill_pay': 3 'pa_cannot_pay': 2
bill_shock	0.566	0.682	0.484	31	'bill_general': 4 'bill_view': 3
bill_general	0.553	0.538	0.568	37	'bill_view': 6 'payment_processing': 4
tmo_out_of_scope	0.541	0.536	0.545	55	'bill_view': 3 'order_status': 2
pa_cannot_pay	0.478	0.442	0.521	73	'pa_change_dates': 10 'pa_create': 10
macro avg	0.783	0.786	0.788	3011	nan
weighted avg	0.765	0.772	*0.766*	3011	nan

Overall Accuracy

Report 1 Intent f1 Ranking

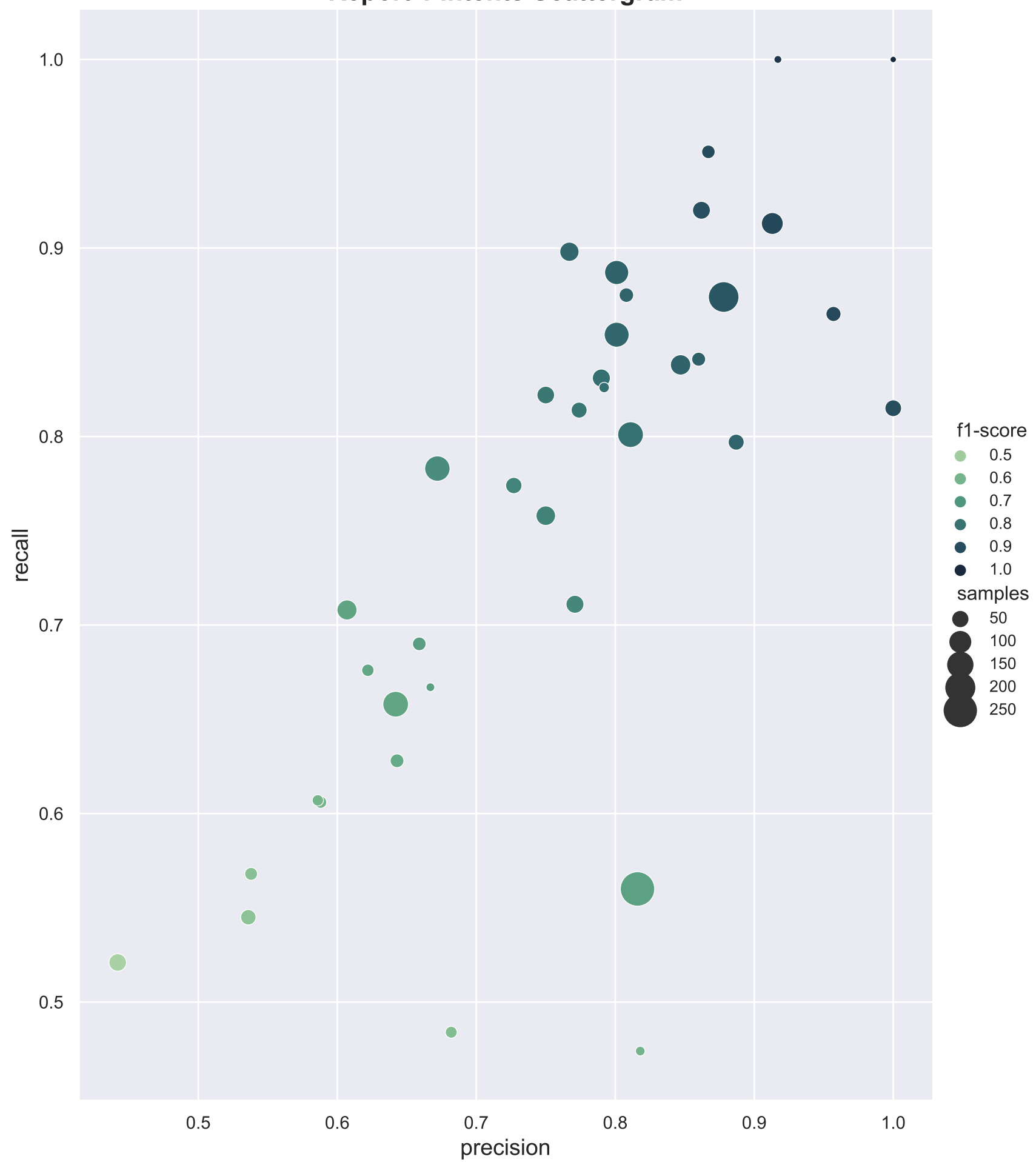|	F1-Score	Precision	Recall
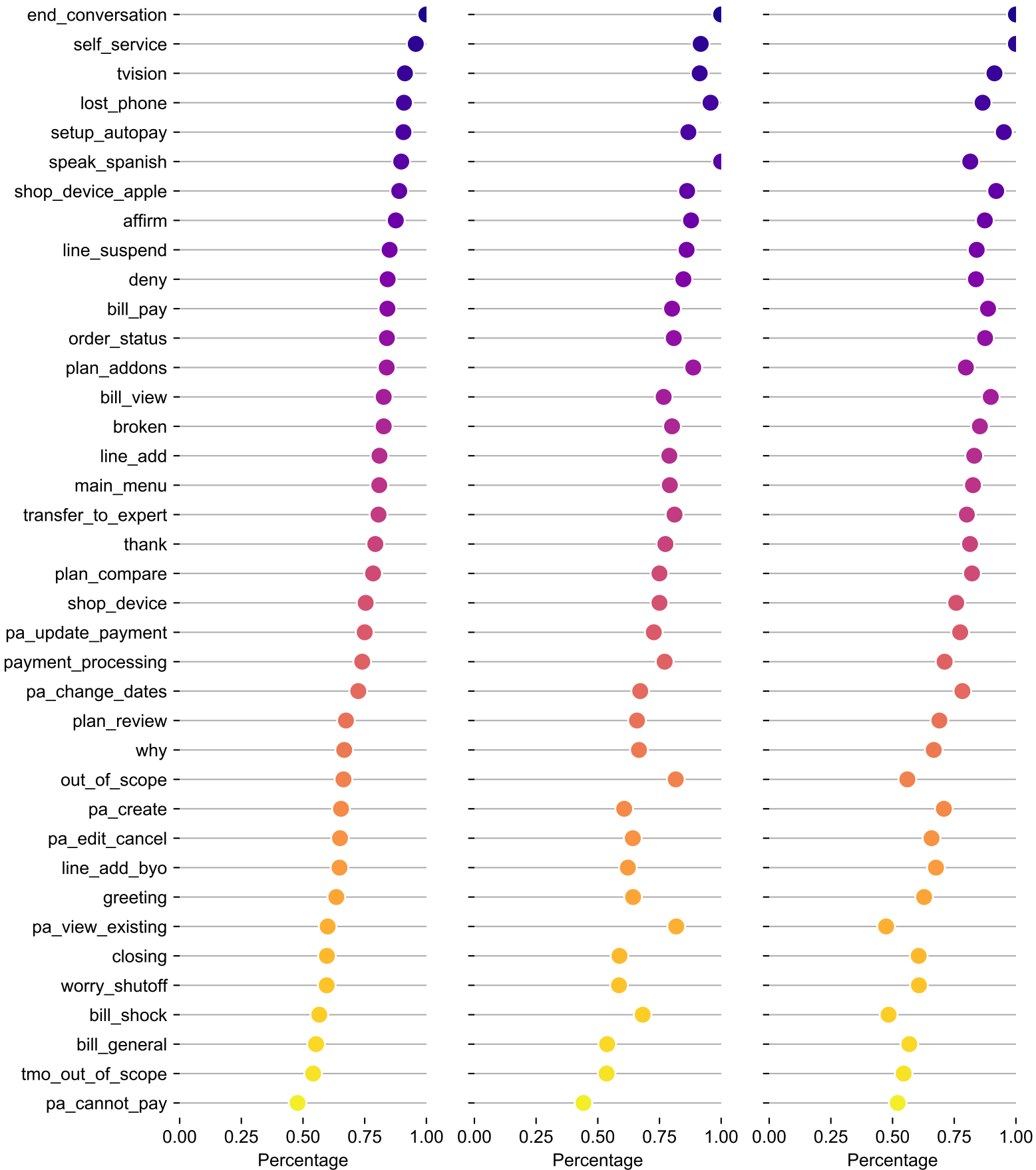
Report 1 Intents Scattergram

Report 1 Intents Scattergram

Report 1 Confidence Averages for Errors

intent	confidence	count
line_add_byo	0.892	11
deny	0.849	16
shop_device_apple	0.839	6
affirm	0.814	29
pa_edit_cancel	0.794	55
button_need_help	0.782	2
pa_change_dates	0.768	34
pa_create	0.767	28
closing	0.755	13
pa_view_existing	0.754	10
broken	0.748	22
pa_cannot_pay	0.745	35
bill_pay	0.729	16
pa_update_payment	0.717	14
plan_compare	0.708	13
bill_general	0.704	16
payment_processing	0.701	22
greeting	0.7	16
button_manage_services	0.699	1
thank	0.693	11
speak_spanish	0.691	12
why	0.688	5
out_of_scope	0.675	129
line_suspend	0.672	7
shop_device	0.663	22
tmo_out_of_scope	0.662	25
lost_phone	0.647	7
order_status	0.636	6
tvision	0.629	10
bill_view	0.628	9
plan_addons	0.619	12
setup_autopay	0.618	2
worry_shutoff	0.616	11
plan_review	0.604	13
bill_shock	0.604	16
transfer_to_expert	0.601	32
line_add	0.559	13
main_menu	0.493	4

'count' = Number of times the intent was missed
'confidence' = Avg confidence when intent was missed

intent_prediction	confidence	count
affirm	0.902	28
out_of_scope	0.857	37
button_shop_other_device	0.808	2
line_add	0.804	17
pa_edit_cancel	0.792	59
pa_change_dates	0.781	60
transfer_to_expert	0.779	30
broken	0.77	32
why	0.768	5
bill_pay	0.745	31
deny	0.731	15
lost_phone	0.728	2
bill_shock	0.7	7
greeting	0.694	15
pa_create	0.691	44
pa_cannot_pay	0.688	48
main_menu	0.681	5
shop_device_apple	0.68	11
bill_view	0.672	24
shop_device	0.667	23
order_status	0.651	10
plan_addons	0.638	6
tmo_out_of_scope	0.632	26
setup_autopay	0.632	6
payment_processing	0.628	16
plan_compare	0.627	20
tvision	0.623	10
thank	0.612	14
plan_review	0.602	15
bill_general	0.599	18
pa_update_payment	0.598	18
line_suspend	0.546	6
closing	0.545	14
pa_view_existing	0.524	2
line_add_byo	0.492	14
worry_shutoff	0.458	12
button_payment_options	0.454	1
button_need_help	0.414	1
self_service	0.322	1

'count' = Number of times the intent was incorrectly used
'confidence' = Avg confidence when intent was incorrectly used

Report 1 Intent Pairings

Table 1 of 2

Intent pairings below the threshold of 3 occurences have not been included
'count' = number of times the prediction was mistakenly used instead of the correct intent
'confidence' = average confidence all all mistaken predictions

intent	intent_prediction	count	confidence
out_of_scope	affirm	21	0.876
pa_edit_cancel	pa_change_dates	18	0.897
pa_change_dates	pa_edit_cancel	16	0.822
affirm	out_of_scope	11	0.894
pa_change_dates	pa_cannot_pay	11	0.689
pa_edit_cancel	pa_cannot_pay	11	0.761
out_of_scope	transfer_to_expert	10	0.747
pa_cannot_pay	pa_change_dates	10	0.85
pa_cannot_pay	pa_create	10	0.743
out_of_scope	tmo_out_of_scope	9	0.529
pa_cannot_pay	pa_edit_cancel	9	0.823
out_of_scope	broken	9	0.816
pa_create	pa_cannot_pay	8	0.855
out_of_scope	greeting	8	0.662
plan_review	plan_compare	7	0.635
pa_edit_cancel	pa_create	7	0.817
pa_edit_cancel	bill_pay	6	0.774
pa_edit_cancel	broken	6	0.772
bill_general	bill_view	6	0.716
payment_processing	pa_edit_cancel	6	0.691
shop_device	plan_compare	6	0.546
deny	out_of_scope	5	0.987
out_of_scope	pa_cannot_pay	5	0.554
out_of_scope	closing	5	0.511
plan_compare	plan_review	5	0.805
shop_device	line_add	5	0.764
line_add	line_add_byo	5	0.559
payment_processing	pa_change_dates	5	0.748
out_of_scope	thank	5	0.551
out_of_scope	shop_device	5	0.515
pa_create	pa_change_dates	5	0.818
transfer_to_expert	line_suspend	4	0.669
deny	affirm	4	0.975
transfer_to_expert	tmo_out_of_scope	4	0.72
line_add_byo	line_add	4	0.976
out_of_scope	bill_pay	4	0.838
bill_general	payment_processing	4	0.723
pa_update_payment	pa_edit_cancel	4	0.914
bill_view	bill_general	4	0.613
out_of_scope	pa_edit_cancel	4	0.782

intent	intent_prediction	count	confidence
pa_create	bill_pay	4	0.996
bill_pay	pa_change_dates	4	0.73
pa_view_existing	pa_create	4	0.735
greeting	closing	4	0.647
out_of_scope	plan_compare	4	0.771
bill_shock	bill_general	4	0.727
thank	deny	3	0.895
deny	broken	3	0.79
pa_change_dates	pa_create	3	0.893
speak_spanish	transfer_to_expert	3	0.595
line_add	shop_device_apple	3	0.711
transfer_to_expert	out_of_scope	3	0.774
pa_create	pa_edit_cancel	3	0.599
tmo_out_of_scope	bill_view	3	0.761
closing	greeting	3	0.808
broken	pa_create	3	0.78
out_of_scope	pa_change_dates	3	0.587
bill_general	bill_shock	3	0.676
bill_shock	bill_view	3	0.605
bill_pay	pa_edit_cancel	3	0.913
bill_pay	pa_create	3	0.659
out_of_scope	pa_create	3	0.571
transfer_to_expert	plan_review	3	0.392
out_of_scope	order_status	3	0.738
shop_device	tmo_out_of_scope	3	0.661
out_of_scope	line_add_byo	3	0.413
pa_update_payment	pa_change_dates	3	0.69
broken	out_of_scope	3	0.812
payment_processing	pa_update_payment	3	0.684
worry_shutoff	bill_pay	3	0.784
broken	pa_edit_cancel	3	0.926
broken	pa_update_payment	3	0.756
out_of_scope	deny	3	0.719
payment_processing	bill_pay	3	0.747