Confusion matrix for the decision tree Bug resolved - 0.71 0.02 0.02 0.05 0.19 Closed without solution -0.33 0.33 0.08 0.08 0.17 - 0.7 Concern successfully disputed - 0.10 0.10 0.17 0.10 0.28 0.14 0.03 0.07 Concerns overruled - 0.17 0.08 0.08 0.42 0.17 0.08 - 0.6 0.06 0.19 Corrective changes to existing feature - 0.25 0.06 0.31 0.12 Documentation added - 0.05 0.55 0.05 0.35 - 0.5 Documentation adjusted - 0.21 0.14 0.64 0.78 0.03 Feature implemented - 0.04 0.04 0.10 0.01 0.4 Feature request denied - 0.07 0.01 0.03 0.04 0.39 0.35 0.03 0.08 Feature request modified - 0.10 0.10 0.40 0.30 0.10 0.3 Information provided - 0.29 0.06 0.35 0.12 0.06 0.12 0.42 0.05 Not needed anymore - 0.21 0.05 0.05 0.21 - 0.2 Other resolution - 0.34 0.03 0.10 0.03 0.07 0.28 0.14 Referred elsewhere - 0.13 0.04 0.38 0.03 0.22 0.18 0.04 - 0.1 0.05 0.45 Resolution unknown - 0.10 0.01 0.05 0.01 0.29 0.05 Resolved elsewhere - 0.20 0.03 0.03 0.41 0.04 0.06 0.23 Not needed anymore -Information provided -Resolution unknown -Corrective changes to existing feature Referred elsewhere Concern successfully disputed Closed without solution Concerns overruled Documentation added Documentation adjusted Feature implemented Feature request denied Feature request modified Other resolution Resolved elsewhere 3ug resolved

True label