Credit Card Fraud Detection

The Problem

Our goal is to predict if a credit card transaction is fraudulent or not. Because this data is so skewed, we'll use different techniques to try to make our predictive model work even when there is a majority class.

Collecting Data

This data set came from Kaggle (https://www.kaggle.com/datasets/mlg-ulb/creditcardfraud)). We'll need to use certain libraries to accomplish our goal moving forward. I'll import Pandas, Numpy, Matplotlib and Seaborn initially.

Importing Libraries

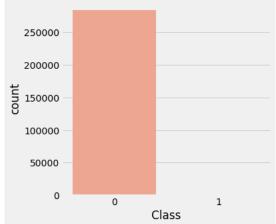
```
In [9]: ▶
                              1 # scientific computing libaries
                                     import pandas as pd
                                     import numpy as np
                               5
                                     # data mining libaries
                               6
                                     from sklearn.tree import DecisionTreeClassifier
                                     from sklearn.ensemble import RandomForestClassifier
                                     from sklearn.preprocessing import LabelEncoder
                                     from sklearn.decomposition import PCA#, FastICA
                                    from sklearn.model_selection import train_test_split, KFold, StratifiedKFold, GridSearchCV, learning_curve
                             10
                             11
                                     from sklearn import svm
                                     from sklearn.linear_model import LogisticRegression
                             13
                                     from sklearn.neighbors import KNeighborsClassifier
                                     from sklearn.metrics import roc_curve, auc, confusion_matrix, accuracy_score, f1_score, precision_score, recall_score, re
                             14
                             15
                             16
                                     from imblearn.pipeline import make_pipeline, Pipeline
                             17
                                     from imblearn.over_sampling import SMOTE
                             18
                             19 #plot libaries
                             20
                                    import plotly
                                     import plotly.graph_objs as go
                             21
                                   import plotly.figure factory as ff
                                     from plotly.offline import init_notebook_mode
                             23
                             24
                                    init_notebook_mode(connected=True) # to show plots in notebook
                             25
                                     from matplotlib import pyplot as plt
                             26
                                      %matplotlib inline
                             27
                                     import seaborn as sns
                             28
                             29
                                     # offline plotly
                                    from plotly.offline import plot, iplot
                             30
                             31
                             32 # do not show any warnings
                                     import warnings
                             33
                             34
                                     warnings.filterwarnings('ignore')
                             35
                             36
                                     SEED = 17 # specify seed for reproducable results
                                     \verb|pd.set_option('display.max_columns', None)| \textit{# prevents abbreviation (with '...') of columns in prints abbreviation (with '...') of columns abbreviat
                             37
                             38
                             39
                             40
                                     for dirname, _, filenames in os.walk('/kaggle/input'):
                             41
                                               for filename in filenames:
                             42
                                                        print(os.path.join(dirname, filename))
```

Loading the Data frame

```
In [10]: ▶
                1 df = pd.read_csv("creditcard.csv")
                 2 df.head()
    Out[10]:
                                                  V3
                                                                      V5
                                                                                V6
                                                                                          V7
                                                                                                    V8
                   Time
                                         V2
                                                            V4
                                                                                                               V9
                                                                                                                       V10
                                                                                                                                 V11
                                                                                                                                           V12
                                                                                                                                                      V13
                    0.0 -1.359807
                                  -0.072781
                                            2.536347
                                                       1.378155 -0.338321
                                                                           0.462388
                                                                                     0.239599
                                                                                               0.098698
                                                                                                         0.363787
                                                                                                                   0.090794
                                                                                                                            -0.551600
                                                                                                                                      -0.617801
                                                                                                                                                -0.991390
                                                                                                                                                           -0.3111
                        1.191857
                                  0.266151 0.166480
                                                      0.448154
                                                                0.060018 -0.082361
                                                                                    -0.078803
                                                                                               0.085102 -0.255425 -0.166974
                                                                                                                             1.612727
                    0.0
                                                                                                                                       1.065235
                                                                                                                                                 0.489095 -0.1437
                    1.0 -1.358354 -1.340163 1.773209
                                                      0.379780 -0.503198
                                                                           1.800499
                                                                                     0.791461
                                                                                               0.247676
                                                                                                       -1.514654
                                                                                                                   0.207643
                                                                                                                             0.624501
                                                                                                                                       0.066084
                                                                                                                                                 0.717293 -0.1659
                    1.0
                        -0.966272 -0.185226 1.792993 -0.863291 -0.010309
                                                                           1.247203
                                                                                     0.237609
                                                                                               0.377436 -1.387024 -0.054952 -0.226487
                                                                                                                                       0.178228
                                                                                                                                                 0.507757 -0.2879
                    2.0
                        -1.158233
                                  0.877737 1.548718 0.403034 -0.407193 0.095921
                                                                                     0.592941 -0.270533
                                                                                                                                                1.345852 -1.1196
                                                                                                       0.817739
                                                                                                                  0.753074 -0.822843
                                                                                                                                       0.538196
```

Checking the target feature, class as Fraud or not fraud

```
In [11]: N  # apply the Fivethirtyeight style to plots.
2 plt.style.use("fivethirtyeight")
3
4 # display a frequency distribution for churn.
5 plt.figure(figsize=(5, 5))
6 ax = sns.countplot(x=df['Class'], palette='Reds', linewidth=1)
7 plt.show()
```



The plot shows a class imbalance of the data between Class (fraud) and class (not-fraud). To address this, resampling would be a suitable approach. To keep this case simple, the imbalance is kept forward and specific metrics are chosen for model evaluations.

It looks like they're losing 99.8% of their customers transactions are not fraudulent. Only 0.17% are.

So our original dataset is very imbalanced. Since nearly all transactions are non-fraudulent, our predictive models might make assumptions. We don't want that. We want it to actually catch fraudulent transactions.

To handle class imbalance in this classification problem, several strategies can be employed:

- Collect more data (not applicable in this case)
- Change performance metric:
- · Precision, Recall, and F1 Score using confusion matrix
- · Kappa for normalized accuracy
- ROC curves to calculate sensitivity/specificity ratio
- · Resample the dataset:
- Over-sampling by adding copies of under-represented class (for little data)
- Under-sampling by removing instances from over-represented class (for lots of data)

Out[13]: V1 V2 V3 V4 V5 V6 V7 V8 V9 V10 V11 V12 V13 V14 **0** -1.359807 -0.072781 2.536347 1.378155 -0.338321 0.462388 0.239599 0.098698 0.363787 0.090794 -0.551600 -0.617801 -0.991390 -0.311169 1.191857 0.266151 0.166480 0.448154 0.060018 -0.082361 -0.078803 0.085102 -0.255425 -0.166974 1.612727 1.065235 0.489095 -0.143772 -1.358354 -1.340163 1.773209 0.379780 -0.503198 1.800499 0.791461 0.247676 -1.514654 0.207643 0.624501 0.066084 0.717293 -0.165946 -0.966272 -0.185226 1.792993 -0.863291 -0.010309 1.247203 0.237609 0.377436 -1.387024 -0.054952 -0.226487 0.178228 0.507757 -0.287924 -0.6 -1.158233 0.877737 1.548718 0.403034 -0.407193 0.095921 1.345852 -1.119670

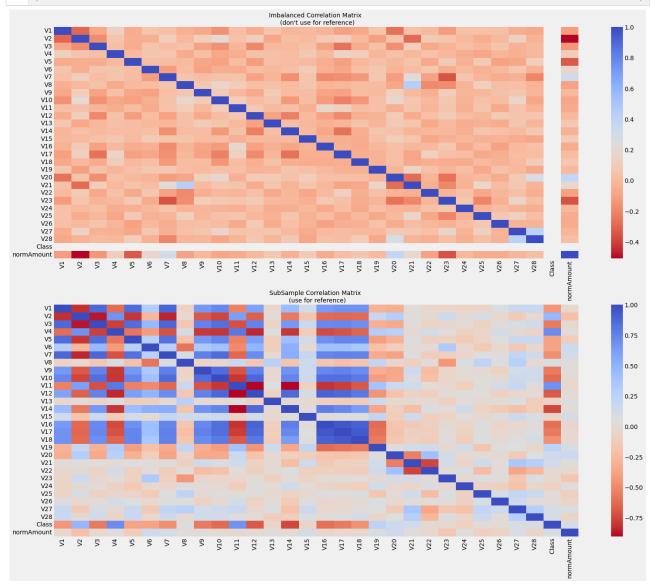
Undersample

```
1 # Find the indices of the minority class
In [15]: ▶
              2 fraud_indices = df[df.Class == 1].index
              4 # Find the indices of the majority class
              5 normal_indices = df[df.Class == 0].index
              7 # Sample an equal number of instances from the majority class as the minority class
              8 normal_sample = df.loc[np.random.choice(normal_indices, len(fraud_indices), replace=False), :]
             10 # Concatenate the minority class and the sampled majority class
             under_sample_data = pd.concat([df.loc[fraud_indices], normal_sample])
             12
             13 # Split the data into X (features) and y (labels)
             14 X_undersample = under_sample_data.drop("Class", axis=1)
             15 y_undersample = under_sample_data["Class"]
             16
             17 # Calculate class proportions
             18 | normal_prop = len(under_sample_data[under_sample_data.Class == 0]) / len(under_sample_data)
             19 fraud_prop = len(under_sample_data[under_sample_data.Class == 1]) / len(under_sample_data)
             20
             21 # Print class proportions
             22 print("Percentage of normal transactions: {:.2f}%".format(normal_prop * 100))
             23 print("Percentage of fraud transactions: {:.2f}%".format(fraud_prop * 100))
             24 print("Total number of transactions in resampled data: {}".format(len(under_sample_data)))
```

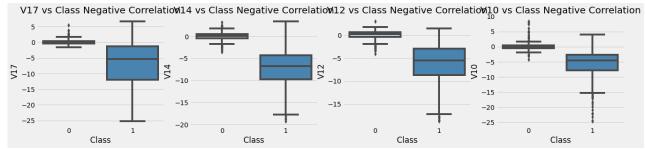
Percentage of normal transactions: 50.00% Percentage of fraud transactions: 50.00% Total number of transactions in resampled data: 984

Much better!

In [16]: ▶ 1 # Make sure we use the subsample in our correlation f, (ax1, ax2) = plt.subplots(2, 1, figsize=(24,20)) 3 4 5 # Entire DataFrame 6 corr = normal_sample.corr() sns.heatmap(corr, cmap='coolwarm_r', annot_kws={'size':20}, ax=ax1) 7 ax1.set_title("Imbalanced Correlation Matrix \n (don't use for reference)", fontsize=14) 8 10 sub_sample_corr = under_sample_data.corr() 11 sns.heatmap(sub_sample_corr, cmap='coolwarm_r', annot_kws={'size':20}, ax=ax2) ax2.set_title('SubSample Correlation Matrix \n (use for reference)', fontsize=14) 13 plt.show() 14



```
1 f, axes = plt.subplots(ncols=4, figsize=(20,4))
In [17]: ▶
                 # Negative Correlations with our Class (The lower our feature value the more likely it will be a fraud transaction)
              3
              4
                 sns.boxplot(x="Class", y="V17", data=under_sample_data, palette='Blues', ax=axes[0])
                 axes[0].set_title('V17 vs Class Negative Correlation')
                 sns.boxplot(x="Class", y="V14", data=under_sample_data, palette='Blues', ax=axes[1])
              7
              8
                 axes[1].set_title('V14 vs Class Negative Correlation')
              10
                 sns.boxplot(x="Class", y="V12", data=under_sample_data, palette='Blues', ax=axes[2])
             11
             12
                 axes[2].set_title('V12 vs Class Negative Correlation')
             13
                 sns.boxplot(x="Class", y="V10", data=under_sample_data, palette='Blues', ax=axes[3])
             15
             16 axes[3].set_title('V10 vs Class Negative Correlation')
             17
             18
                 plt.show()
                  4
```



Train Test Split

```
In [18]:
                1 from sklearn.model_selection import train_test_split
                  # Split the whole dataset into training and testing
                3
                  X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.3, random_state=0)
                4
                5
                  # Print the size of each dataset
                  print("Number of transactions in the training dataset: ", len(X_train))
                  print("Number of transactions in the testing dataset: ", len(X_{test})) print("Total number of transactions: ", len(X_{train}) + len(X_{test}))
                8
                9
              11 # Split the undersampled dataset into training and testing
              12 X_train_undersample, X_test_undersample, y_train_undersample, y_test_undersample = train_test_split(X_undersample, y_undersample, y_undersample)
              13
              14 # Print the size of each dataset
              15 print("\nNumber of transactions in the training dataset: ", len(X_train_undersample))
                  print("Number of transactions in the testing dataset: ", len(X test undersample))
              16
              17 print("Total number of transactions: ", len(X_train_undersample) + len(X_test_undersample))
              Number of transactions in the training dataset: 199364
              Number of transactions in the testing dataset: 85443
              Total number of transactions: 284807
              Number of transactions in the training dataset: 688
              Number of transactions in the testing dataset: 296
```

Logistic Regression

Total number of transactions: 984

We are highly focused on recall score as it helps us identify the maximum number of fraudulent transactions. Recall, along with accuracy and precision, is a key metric for evaluating a confusion matrix. Recall calculates the number of true positive instances divided by the sum of true positive instances and false negative instances.

Since our dataset is imbalanced, many normal transactions may be predicted as fraudulent, leading to false negatives. Recall helps us address this issue. Increasing recall may lead to a decrease in precision, but that is acceptable in our scenario, as predicting a fraudulent transaction as normal is not as critical as the opposite.

We can also apply a cost function to assign different weights to false negatives and false positives, but we'll leave that for another time.

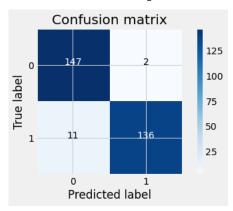
```
1 from sklearn.linear_model import LogisticRegression
In [19]: ▶
                 from sklearn.model_selection import KFold, cross_val_score
               3 from sklearn.metrics import confusion_matrix,precision_recall_curve,auc,roc_auc_score,roc_curve,recall_score,classificat
In [20]: ▶
              1 from sklearn.model_selection import KFold
               2 from sklearn.linear_model import LogisticRegression
                  import numpy as np
               4 import pandas as pd
                  from sklearn.metrics import recall_score
               5
                  def print_kfold_scores(x_train_data, y_train_data):
               8
                      k_fold = KFold(n_splits=5, shuffle=False)
                      c param range = [0.01, 0.1, 1, 10, 100]
              10
                      results_table = pd.DataFrame(index=range(len(c_param_range)), columns=['C_parameter', 'Mean recall score'])
              11
                      i = 0
              12
                      for c_param in c_param_range:
              13
                          print('C parameter: ', c_param)
                          recall_accs = []
              14
              15
                          for train, test in k_fold.split(x_train_data):
                               lr = LogisticRegression(C=c_param, penalty='12')
              16
              17
                               lr.fit(x_train_data.iloc[train], y_train_data.iloc[train])
                               y_pred = lr.predict(x_train_data.iloc[test])
              18
                               recall = recall_score(y_train_data.iloc[test], y_pred)
              19
              20
                               recall_accs.append(recall)
                          print('Recall: ', recall)
results_table.loc[j, 'C_parameter'] = c_param
results_table.loc[j, 'Mean recall score'] = np.mean(recall_accs)
              21
              22
              23
              24
                          i += 1
              25
                      best_c = results_table.loc[results_table['Mean recall score'].astype(float).idxmax()]['C_parameter']
              26
                      print('Best model to choose from cross validation is with C parameter =', best_c)
              27
                      return best_c
              28
              29 best_c = print_kfold_scores(X_train_undersample, y_train_undersample)
              30 best_c
             C parameter: 0.01
              Recall: 0.821917808219178
              Recall: 0.8493150684931506
              Recall: 0.9152542372881356
              Recall: 0.9324324324324325
             Recall: 0.87878787878788
              C parameter: 0.1
              Recall: 0.8356164383561644
             Recall: 0.863013698630137
             Recall: 0.9491525423728814
             Recall: 0.9324324324324325
              Recall: 0.8939393939393939
             C parameter: 1
             Recall: 0.8356164383561644
Recall: 0.863013698630137
              Recall: 0.9661016949152542
              Recall: 0.9324324324324325
             Recall: 0.8939393939393939
             C parameter: 10
Recall: 0.8493150684931506
              Recall: 0.863013698630137
              Recall: 0.9491525423728814
             Recall: 0.9324324324324325
             Recall: 0.8939393939393939
             C parameter: 100
              Recall: 0.8493150684931506
             Recall: 0.863013698630137
             Recall: 0.9661016949152542
             Recall: 0.9459459459459459
             Recall: 0.87878787878788
             Best model to choose from cross validation is with C parameter = 100
   Out[20]: 100
```

Make a function to create confusion Matrix's

```
In [21]: ▶
               1 import itertools
                  def plot_confusion_matrix(cm, classes,
               3
               4
                                              normalize=False,
               5
                                              title='Confusion matrix',
               6
                                              cmap=plt.cm.Blues):
               7
               8
                       This function prints and plots the confusion matrix.
               9
                       Normalization can be applied by setting `normalize=True`.
              10
                       plt.imshow(cm, interpolation='nearest', cmap=cmap)
              11
                       plt.title(title)
              12
              13
                       plt.colorbar()
              14
                       tick_marks = np.arange(len(classes))
                       plt.xticks(tick_marks, classes, rotation=0)
plt.yticks(tick_marks, classes)
              15
              16
              17
                       if normalize:
              18
              19
                           cm = cm.astype('float') / cm.sum(axis=1)[:, np.newaxis]
              20
                           #print("Normalized confusion matrix")
              21
                       else:
                           1#print('Confusion matrix, without normalization')
              22
              23
               24
                       #print(cm)
              25
                       thresh = cm.max() / 2.
              26
                       for i, j in itertools.product(range(cm.shape[0]), range(cm.shape[1])):
              27
              28
                           plt.text(j, i, cm[i, j],
                                     horizontalalignment="center",
               29
                                     color="white" if cm[i, j] > thresh else "black")
              30
              31
               32
                       plt.tight_layout()
                       plt.ylabel('True label')
plt.xlabel('Predicted label')
              33
              34
```

```
In [22]: ▶
               1 from sklearn.linear_model import LogisticRegression
                  \begin{tabular}{ll} from $$ sklearn.metrics import confusion\_matrix \end{tabular}
                  import numpy as np
               4
                  import matplotlib.pyplot as plt
               6
                  def plot_confusion_matrix(cm, classes,
               7
                                             title='Confusion matrix'.
               8
                                             cmap=plt.cm.Blues):
               9
                      plt.imshow(cm, interpolation='nearest', cmap=cmap)
              10
                      plt.title(title)
                      plt.colorbar()
              11
              12
                      tick_marks = np.arange(len(classes))
              13
                      plt.xticks(tick_marks, classes, rotation=0)
              14
                      plt.yticks(tick_marks, classes)
              15
              16
                      thresh = cm.max() / 2.
              17
                      for i, j in itertools.product(range(cm.shape[0]), range(cm.shape[1])):
              18
                          plt.text(j, i, cm[i, j],
              19
                                    horizontalalignment="center",
              20
                                    color="white" if cm[i, j] > thresh else "black")
              21
              22
                      plt.tight_layout()
                      plt.ylabel('True label')
plt.xlabel('Predicted label')
              23
              24
              25
              26 # Use this C_parameter to build the final model with the whole training dataset and predict the classes in the test
              27
                 # dataset
              28
                 lr = LogisticRegression(C=best_c, penalty='12')
              29 | lr.fit(X_train_undersample, y_train_undersample.values.ravel())
              30 y_pred_undersample = lr.predict(X_test_undersample.values)
              31
              32
                 # Compute confusion matrix
              33
                  cnf_matrix = confusion_matrix(y_test_undersample, y_pred_undersample)
              34 np.set_printoptions(precision=2)
              35
              36
                 recall = cnf_matrix[1, 1] / (cnf_matrix[1, 0] + cnf_matrix[1, 1])
                 print("Recall metric in the testing dataset: ", recall)
              38
              39 # Plot non-normalized confusion matrix
              40 class_names = [0, 1]
              41 plt.figure()
              42 plot_confusion_matrix(cnf_matrix, classes=class_names, title='Confusion matrix')
              43 plt.show()
```

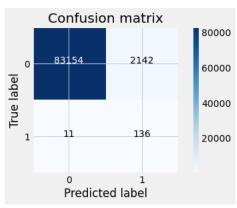
Recall metric in the testing dataset: 0.9251700680272109



Our model predicts a 93.2% recall on the undersampled test set. We'll try it now with our whole data to see if it still works.

```
In [23]: ▶
               1 def plot_confusion_matrix(cm, classes,
                                            title='Confusion matrix',
                                            cmap=plt.cm.Blues):
               3
               4
                      plt.imshow(cm, interpolation='nearest', cmap=cmap)
               5
                      plt.title(title)
               6
                      plt.colorbar()
                      tick_marks = np.arange(len(classes))
               7
                      plt.xticks(tick_marks, classes, rotation=0)
               8
               9
                      plt.yticks(tick_marks, classes)
              10
              11
                      thresh = cm.max() / 2.
                      for i, j in itertools.product(range(cm.shape[0]), range(cm.shape[1])):
              12
              13
                          plt.text(j, i, cm[i, j],
              14
                                   horizontalalignment="center",
              15
                                   color="white" if cm[i, j] > thresh else "black")
              16
              17
                      plt.tight_layout()
                      plt.ylabel('True label')
plt.xlabel('Predicted label')
              18
              19
              20
              21 # Use this C_parameter to build the final model with the whole training dataset and predict the classes in the test
              22 # dataset
              23
                 lr = LogisticRegression(C=best_c, penalty='12')
              24 lr.fit(X_train_undersample, y_train_undersample.values.ravel())
              25 y_pred = lr.predict(X_test.values)
              26
              27
                 # Compute confusion matrix
              28
                 cnf_matrix = confusion_matrix(y_test, y_pred)
              29 np.set_printoptions(precision=2)
              30
              31 recall = cnf_matrix[1, 1] / (cnf_matrix[1, 0] + cnf_matrix[1, 1])
              32 print("Recall metric in the testing dataset: ", recall)
              33
              34 # Plot non-normalized confusion matrix
              35 class_names = [0, 1]
              36 plt.figure()
                 plot_confusion_matrix(cnf_matrix, classes=class_names, title='Confusion matrix')
              38
                 plt.show()
              39
```

Recall metric in the testing dataset: 0.9251700680272109



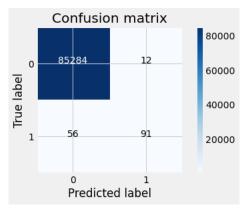
Still almost identical! That's great.

We'll check it again with our skewed data using Logistic Regression

C parameter: 0.01 Recall: 0.5373134328358209 Recall: 0.6164383561643836 Recall: 0.66666666666666 Recall: 0.6 Recall: 0.5 C parameter: 0.1 Recall: 0.5522388059701493 Recall: 0.6164383561643836 Recall: 0.716666666666667 Recall: 0.6153846153846154 Recall: 0.5625 C parameter: 1 Recall: 0.5522388059701493 Recall: 0.6153846153846154 Recall: 0.575 C parameter: 10 Recall: 0.5522388059701493 Recall: 0.6164383561643836 Recall: 0.6153846153846154 Recall: 0.575 C parameter: 100 Recall: 0.5522388059701493 Recall: 0.6164383561643836 Recall: 0.6153846153846154 Recall: 0.575 Best model to choose from cross validation is with C parameter = 1

```
In [25]: ▶
              1 def plot_confusion_matrix(cm, classes, title):
                     Plot confusion matrix using matplotlib.
              3
              4
              5
                     plt.imshow(cm, interpolation='nearest', cmap=plt.cm.Blues)
              6
                     plt.title(title)
                     plt.colorbar()
              7
              8
                     tick_marks = np.arange(len(classes))
                     plt.xticks(tick_marks, classes, rotation=0)
              9
              10
                      plt.yticks(tick_marks, classes)
             11
             12
                     thresh = cm.max() / 2.
             13
                     for i, j in np.ndindex(cm.shape):
              14
                         plt.text(j, i, format(cm[i, j], 'd'),
             15
                                   horizontalalignment="center"
                                  color="white" if cm[i, j] > thresh else "black")
             16
             17
             18
                     plt.tight_layout()
              19
                     plt.ylabel('True label')
                     plt.xlabel('Predicted label')
              20
              21
             22 \mbox{\# Fit logistic regression model using "best\_c"} as the regularization strength
             23
                lr = LogisticRegression(C=best_c, penalty='12')
              24 lr.fit(X_train, y_train.values.ravel())
             25
             26 # Make predictions on the test data
             27 y_pred = lr.predict(X_test.values)
             28
             29 # Compute confusion matrix
             30 cnf_matrix = confusion_matrix(y_test, y_pred)
             31 np.set_printoptions(precision=2)
              33 # Calculate recall metric
             34 recall = cnf_matrix[1, 1] / (cnf_matrix[1, 0] + cnf_matrix[1, 1])
             35 print("Recall metric in the testing dataset: ", recall)
             36
              37 # Plot non-normalized confusion matrix
             38 class_names = [0, 1]
             39 plt.figure()
             40 plot_confusion_matrix(cnf_matrix, classes=class_names, title='Confusion matrix')
             41 plt.show()
```

Recall metric in the testing dataset: 0.6190476190476191



Random Forest

```
In [31]: ▶
              1 import numpy as np
                 import pandas as pd
              3 from sklearn.ensemble import RandomForestClassifier
              4
              5 # Create a random forest classifier
              6 | clf = RandomForestClassifier(n_estimators=100, random_state=42)
              8 # Fit the classifier to the training data
              9 clf.fit(X_train_undersample, y_train_undersample)
             10
             11 # Predict the target variable for the test data
             12 y_pred = clf.predict(X_test)
             13
             14 # Convert the predicted target variable into a Pandas Series
             15 y_pred = pd.Series(y_pred)
             16
             17 # Convert the test target variable into a Pandas Series
             18 y_test = pd.Series(y_test.values.ravel())
             19
              20 # Compare the two Series element-wise
             21 | accuracy = np.mean(y_pred == y_test)
             22 print('Accuracy:', accuracy)
             23
```

Accuracy: 0.9746146553842913

This is so much better.

```
In [34]: M import xgboost as xgb

2
3  # Create an XGBoost model
4  clf = xgb.XGBClassifier(random_state=42)
5
6  # Fit the model to the training data
7  clf.fit(X_train, y_train)
8
9  # Predict the target variable for the test data
10  y_pred = clf.predict(X_test)
11
12  # Calculate the accuracy of the model
13  accuracy = clf.score(X_test, y_test)
14  print('Accuracy:', accuracy)
```

Accuracy: 0.9995318516437859

And This is even better!

Conclusion:

Our undersampled dataset performed well in our Logistic Regression models however, it will likely missclassify nonfraudulent transactions as fraudulent which will make our customers unhappy. Our Random Forest model did so much better. But the best model was our XGBoost. It seems to do much better with skewed data.

```
In [ ]: • | 1
```