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For Naive Bayesian classifier, I have used probabilities and confusion matrix as my evaluation metric.
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Along the diagonal, the values have not been so good, so we cannot consider it as the best technique.
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Also I have separate test and training data using which I can efficiently test my output against the real values.
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The resource manager can always intervene and correct the prediction. But since the company is really big, even if a percentage of outputs are correct, by expected value framework, the benifit can be tremendous.