

STAT 441 Project Final Report

Maisha Thasin, Joseph Wang (Group 25, undergraduate)

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Summary

- Do this last
- Add figure numbers/titles
- (Opt) under/overfit analysis?

Introduction

Customer Churn is a business term used to describe the turnover (or churn) of customers who are doing business with a company. It should be obvious that for a profit-motivated business, the loss of customers and/or the frequent turnover of customers may be undesirable. Lost customers means less revenue, and long-term customers can be an asset to the company through word-of-mouth marketing and public reputation.

Besides the loss in profits, it often costs more for a company to acquire new customers rather than retain their existing customers, so businesses stand to save money if they can identify reasons why customers are leaving and address those issues. However, even if we cannot identify specific reasons, if it is possible to identify customers who may be at a higher risk of churn, the business may still benefit from targeting those customers by incentivizing them to stay. Of course, the methods by which those businesses target those customers may be below board, but that is far beyond the scope of this report.

One industry in which there is significant turnover is the telecommunications industry. The authors themselves have firsthand experience with the frustrations of changing internet and phone providers, and would like to mention that they cannot endorse intentionally creating barriers to exit and setting up multiple subsidiaries with different names as ethical strategies to counter customer churn.

Nevertheless, it may be possible to predict customer churn from quantitative customer data. This does not account for qualitative or unmeasured factors such as product dissatisfaction, corporate image, brand loyalty, and other similar factors.

Given qualitative customer data, we would like to compare the predictive ability of multiple statistical models on the same dataset, as well as explore some pre-processing techniques to improve accuracy.

Dataset

The Telco Customer Churn dataset, provided by IBM, contains information about a fictional telecommunications (telco) company which provided home phone and internet services to 7043 customers. The dataset provides demographic and business-related metrics for each customer, as well as identifying whether the customer switched providers (customer churn).

The dataset can be downloaded from the following link: https://accelerator.ca.analytics.ibm.com/bi/?perspective=authoring&pathRef=.public_folders%2FIBM%2BAccelerator%2BCatalog%2FContent%2FDAT00067

The dataset contains **33** variables for **7043** observations, but not all variables are fit to be predictive features. We removed columns relating to unique IDs, geographical information, and dashboarding aggregation, as well as “duplicate” columns (those that are identical to another column except for formatting), and columns related to the response (such as the churn reason and predicted lifetime value to the company).

We are then left with **19** features: Gender, Senior Citizen, Partner, Dependents, Tenure Months (integer/numeric), Phone Service, Multiple Lines, Internet Service, Online Security, Online Backup, Device Protection Plan, Tech Support, Streaming TV, Streaming Movies, Contract, Paperless Billing, Payment method, Monthly Charge (float/numeric), and Total Charges (float/numeric). Each feature is categorical except those specified otherwise. The descriptions of the features

can be found at <https://community.ibm.com/community/user/businessanalytics/blogs/steven-macko/2019/07/11/telco-customer-churn-1113>.

Finally, the response variable is Churn Value, binary on whether the customer left the company this quarter.

Exploratory Data Analysis

Methods

Preprocessing

In our initial investigation, we identified which columns of the dataset we were going to use as features, as well as the label. We then determined the type of each feature, with all but three being categorical (including binary features), and the remainder being of unbounded numeric type. We then removed incomplete rows, leaving 7032 observations.

The preprocessing steps, including the train/test split, were done in a unified manner so that each model would be trained and tested on the exact same data, so that accurate comparisons can be made from the results. For use in a supervised classification task, we also introduced some additional preprocessing steps (not all of which are used by every model).

The first optional step is Synthetic Minority Over-sampling Technique (SMOTE) (Chawla et al. 2002). SMOTE is an over-sampling method intended to reduce the bias towards the majority class in classification models by artificially creating new datapoints in the minority class. The authors of the SMOTE paper note that “the combination of SMOTE and under-sampling also performs better... than the methods that could directly handle the skewed class distribution”. The minority class in our dataset represents approximately 24% of the entire population, so there may be a benefit for some models to apply SMOTE and under-sampling. This is implemented in our preprocessing using the imblearn package, of which we are using the SMOTENC (for datasets including categorical features) and RandomUnderSampler methods. For the rest of the report, SMOTE will refer to the combination of synthetic over-sampling and random under-sampling the training set.

The second step is the one-hot encoding step. All of our models required the categorical features to be one-hot encoded to interpret the data correctly. Each label in a categorical variate is turned into a new binary variate representing the existence of that label, with the exception of the baseline label, represented as zeros across all of the new variates. For variates with only two labels, this is equivalent to interpreting it as a binary variate. This increases the number of features from 19 to 30.

The third optional step is feature scaling. For our three numeric features, all three are non-negative and unbounded, and some models perform better with bounded numerical values. Hence, the numeric features are rescaled to be between 0 and 1 inclusive.

All three preprocessing steps are applied independently to the training and testing sets to ensure no leakage occurs (specifically for SMOTE, but also for feature scaling). Additionally, all preprocessing steps and models are seeded whenever possible to ensure reproducibility and deterministic behavior.

Logistic Regression

Logistic regression is a widely used algorithm in machine learning, especially for binary classification problems like churn cases. We modeled 2 logistic regression models using different feature engineering techniques one with raw data and one with Undersampling techniques.

To find the best hyper parameters for each model, we used a grid search function in sklearn called GridSearchCV and standardized the data by splitting it into five folds for each model. We used two types of penalty, LASSO and Ridge regression, which correspond to l1 and l2 penalties, respectively for its hyperparameters. We also tuned the regularization parameter C, where higher values of C indicate that the training data is more representative, while smaller C values imply that the training data is less representative of actual data.

To further improve our models, we utilized the Recursive Feature Elimination (RFE) method, which eliminates features that reduce the cross-validation score recursively. By selecting only the most relevant features, RFE can help improve the model's accuracy, reduce overfitting, and enhance interpretability.

Each model was tested for accuracy, F1 score, and ROC score. To test for overfitting, we repeated the tuned model over 1000 samples and found its average accuracy score.

KNN

In our implementation of the K-Nearest Neighbors (KNN) algorithm, we employed the GridSearchCV method again to determine the optimal hyperparameters. Specifically, we tuned the number of neighbors, considering various distance metrics such as Minkowski, Euclidean, Manhattan, and Cosine. The Minkowski distance metric is a generalized version of Manhattan and Euclidean distances in a vector norm space.

The Minkowski distance between two points p and q in n -dimensional space is defined as:

$$\text{dist}_M(p, q) = \left(\sum_{i=1}^n |p_i - q_i|^r \right)^{1/r}$$

where:

- p and q are two points in n -dimensional space
- n is the number of dimensions
- r is a parameter that determines the order of the Minkowski distance

In the special case where $r=1$, we get the Manhattan distance:

$$\text{dist}_{\text{Manhattan}}(p, q) = \sum_{i=1}^n |p_i - q_i|$$

In the special case where $r=2$, we get the Euclidean distance:

$$\text{dist}_{\text{Euclidean}}(p, q) = \sqrt{\sum_{i=1}^n (p_i - q_i)^2}$$

We additionally used 2 different weight hyperparameters, 'uniform' and 'distance'. The uniform weight parameter assigns equal weights to all data points, whereas the distance weight parameter assigns higher weights to closer neighbors and lower weights to farther neighbors.

We employed three different models that do the above hyperparameter optimization. The first model used raw data, the second model used Under sampling + MinMax scaling, and the third model used SMOTE + Robust Scaler a scaling that is robust to outliers (ref). We assessed the accuracy of each of these models tested their accuracy and F1 score, as well as their ROC score.

To test for overfitting, we repeated the tuned model over 1000 bootstrapped samples.

SVM

We tuned SVM again with Grid Search CV to fine-tune its parameters. Specifically, we explored a variety of parameter combinations using a dictionary of values, consisting of the regularization parameter C and the kernel type. Where C is the 'hardness' of the margins the higher C means SVM will be more robust to outliers. For the linear kernel, we tested C values of 1, 10, 100, and 1000. For the non-linear kernels, we additionally investigated the gamma parameter for the radial basis function (RBF) and the degree parameter for the polynomial kernel, with gamma values of 0.1 to 0.9 and degree values of 2, 3, and 4, respectively. In addition, we evaluated the effectiveness of both raw data and SMOTE + scale data, repeating the entire process for both approaches. We calculated the accuracy, class F1 score etc. To test for overfitting, we repeated the tuned model over 100 bootstrapped samples.

Decision Tree

The Decision Tree model is implemented with sklearn's DecisionTreeClassifier, and using one-hot encoded data. First, we tune the hyperparameter α , the tuning parameter used in cost-complexity pruning. A larger value of α , a complexity penalty, corresponds to a more pruned tree with fewer terminal nodes, and a lower value of α corresponds to a less pruned tree with more terminal nodes.

Using k -fold cross-validation with $k=5$, the trees were fully grown using recursive binary splitting, and then repeatedly pruned back to obtain a sequence of subtrees. Then, the average test error (on the unused fold) is computed as a function of α , and the α which maximizes the average test error is chosen.

Then, a Decision Tree is fit on the entire training set, then pruned back using α to return the final decision tree model. Two versions of this model are fitted; one using the training set, and another using the training set returned from SMOTE.

Random Forest

The Random Forest model is implemented with sklearn's RandomForestClassifier, and using one-hot encoded data. First, we tune the hyperparameter d , the maximum depth of each tree in the forest.

Using k-fold cross-validation with $k=5$, we used sklearn's GridSearchCV to find the best value of d which maximized expected test accuracy. Each forest consists of 100 trees, and we elected not to tune the number of random features at each split (m), selecting the square root of the total number of features.

Then, a Random Forest is fit on the entire training set, again using 100 trees, the square root of the number of features, and using the best d chosen in the previous step. This is then returned as the final random forest model.

Two versions of this model are fitted; one using the training set, and another using the training set returned from SMOTE.

Neural Network (Multi-Layer Perceptron)

The Neural Network model is implemented with sklearn's MLPClassifier (Multi-Layer Perceptron Classifier), and using one-hot encoded and scaled data.

First, using k-fold cross-validation with $k=5$, we used sklearn's GridSearchCV to tune the hyperparameters for activation function, solver (optimization algorithm), and hidden layer sizes, evaluated on expected. On the first pass, a wide range of hidden layer sizes is provided to GridSearchCV.

GridSearchCV returns the optimal parameters from the parameters provided to maximize the expected accuracy. Since there are a huge number of possible hidden layer sizes (widths and depths), the first pass only selects a few which are far apart. Then, the activation function and solver method are fixed, and we repeat tuning the hidden layer sizes hyperparameter multiple times, each time narrowing the search based on the optimal parameters returned from the last iteration. A detailed breakdown of one such repeated hyperparameter tuning step is included as a multi-line comment in the code, which can be found in the appendix.

Finally, a Multi-Layer Perceptron is fit on the entire training set with the chosen hyperparameters to be the final model.

Two versions of this model are fitted; one with the number of hidden layers fixed to 1 (i.e. a single layer perceptron), and another without this restriction.

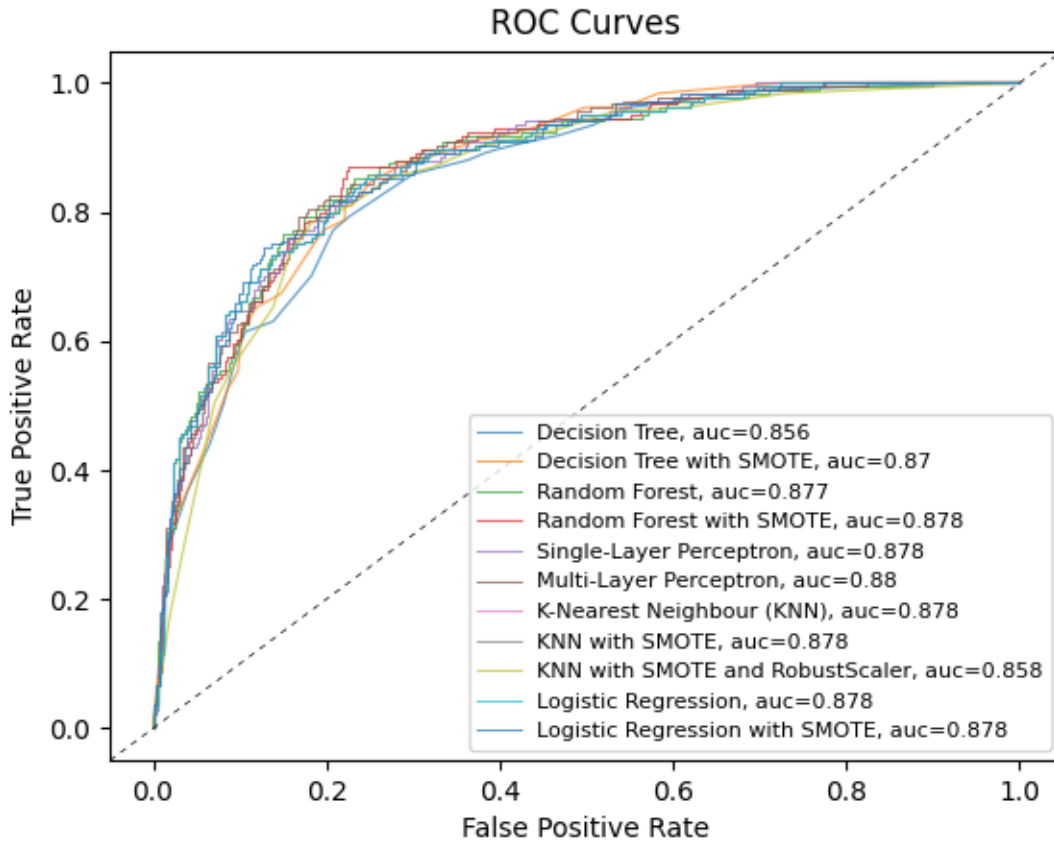
Results

- Compare performance
- Key graphs go here
- Discuss performance, significant predictors?

Below is a summary of each fitted model, the accuracy, f1 scores for each label, the area under the ROC curve (AUC), and the tuned hyperparameters.

Model	Accuracy	F1 label=0	F1 label=1	AUC	Hyperparameters
Logistic regression	0.84	0.89	0.64	0.88	penalty = l1 ,C = 1
Logistic regression + SMOTE	0.84	0.89	0.70	0.88	penalty = l2 ,C = 100
SVM	(?)	(?)	(?)		C = , Kernel, Gamma = , Degree =
SVM + SMOTE	(?)	(?)	(?)		C = , Kernel, Gamma = , Degree =
KNN	0.80	0.89	0.71	0.88	m = minkowski, n = 14, w = uniform
KNN + SMOTE	0.81	0.87	0.65	0.88	m = cosine, n = 16, w = uniform
KNN + SMOTE + Robust Scaler	0.82	0.87	0.68	0.86	m = minkowski, n = 14, w = uniform
Decision Tree	0.81	0.88	0.58	0.86	$\alpha = 0.000731$
Decision Tree + SMOTE	0.82	0.88	0.65	0.87	$\alpha = 0.000897$
Random Forest	0.83	0.89	0.62	0.88	m = sqrt, max depth=8
Random Forest + SMOTE	0.83	0.88	0.65	0.88	m = sqrt, max depth=11
Single-Layer Perceptron	0.84	0.89	0.66	0.88	activation = logistic, solver = adam, hidden layers = (5,)
Multi-Layer Perceptron	0.83	0.89	0.65	0.88	activation = logistic, solver = adam, hidden layers = (5, 5, 5)

Additionally, we can plot all the ROC curves together:



We can see that in general, most of the classifiers performed similarly on the dataset. All of the classifiers have a similar accuracy and AUC on the testing set, but SMOTE seems to help with the F1 score for label=1.

The F1 score is computed as $2 \cdot \frac{\text{precision} \cdot \text{recall}}{\text{precision} + \text{recall}}$, so it serves as a balance between precision and recall for a given label.

Recalling that a response of 1 indicates that a customer has churned, the F1 score for the response of 1 is of importance, as we would like to correctly identify high risk customers (recall) and avoid spending extra resource on low risk customers (precision). Noting also that it is the minority class, it is beneficial to use SMOTE as it increases the performance of the models on the minority class without impacting the overall accuracy much at all.

- Talk about specific models here

For the Decision Tree model, we can see that SMOTE results in an increased value of α . This indicates that even with k-fold CV, the base Decision Tree model might still be overfitting somewhat, as the Decision Tree with SMOTE model performs better overall with a smaller subtree. It may be that SMOTE is only countering the tendency to classify towards the majority class and that just so happens to be with a larger penalty, as it is difficult to draw a causal link between the two.

- Look at AUC?

Discussion

- Discuss existing Kaggle models on this dataset
- Strengths and limitations of models
- Future research

Appendix

References

Chawla, N. V., K. W. Bowyer, L. O. Hall, and W. P. Kegelmeyer. 2002. "SMOTE: Synthetic Minority over-Sampling Technique." *Journal of Artificial Intelligence Research* 16 (June): 321–57. <https://doi.org/10.1613/jair.953>.

Code

Dataset

General purpose Dataset class to unify the loading, preprocessing, and evaluations of the different models.

```
import matplotlib.pyplot as plt
import pandas as pd
from imblearn.over_sampling import SMOTENC
from imblearn.pipeline import make_pipeline
from imblearn.under_sampling import RandomUnderSampler
import seaborn as sns
from sklearn.compose import make_column_transformer
from sklearn.metrics import (accuracy_score, auc, classification_report,
                             confusion_matrix, f1_score, roc_curve)
from sklearn.model_selection import train_test_split
from sklearn.preprocessing import MinMaxScaler, OneHotEncoder

class Dataset:
    """
    Creates a unified way to pre-process, split, and evaluate models on the IBM
    Telco dataset.
    """
    def __init__(self, excel="Telco_customer_churn.xlsx", onehot=False,
                 scale=False, smote=False):
        # Load data
        df = pd.read_excel(excel)
        self.scaler = MinMaxScaler()

        # Remove unrelated columns
        df.drop(columns=[
            "CustomerID", "Count", "Country", "State", "City", "Zip Code",
            "Lat Long", "Latitude", "Longitude", "Churn Label", "Churn Score",
            "CLTV", "Churn Reason"
        ], inplace=True)

        # Remove rows with empty values
        df = df.loc[df["Total Charges"].str.strip() != ""]

        # Numeric columns
        num_cols = {
            "Tenure Months": int,
            "Monthly Charges": float,
            "Total Charges": float
        }
        df = df.astype(num_cols)

        # Isolate Features and Response
        X = df.drop(columns=["Churn Value"])
        Y = df["Churn Value"]
```

```

# Train/test split
self.X_train, self.X_test, self.y_train, self.y_test = train_test_split(
    X, Y, test_size=0.1, random_state=441
)

# SMOTE (Synthetic Minority Over-sampling TEchnique)
if smote:
    cat_mask = [not col in num_cols for col in X.columns]
    pipeline = make_pipeline(
        SMOTENC(cat_mask, sampling_strategy=0.5, random_state=441),
        RandomUnderSampler(sampling_strategy=0.5, random_state=441)
    )
    self.X_train, self.y_train = pipeline.fit_resample(
        self.X_train, self.y_train
    )

# One-hot encoding
if onehot:
    self.X_train = pd.get_dummies(self.X_train, drop_first=True)
    self.X_test = pd.get_dummies(self.X_test, drop_first=True)
    # cat_cols = [col for col in X.columns if col not in num_cols]
    # transformer = make_column_transformer(
    #     (OneHotEncoder(drop='if_binary'), cat_cols),
    #     remainder='passthrough'
    # )
    # self.X_train = pd.DataFrame(
    #     transformer.fit_transform(self.X_train),
    #     columns=transformer.get_feature_names_out()
    # )
    # self.X_test = pd.DataFrame(
    #     transformer.fit_transform(self.X_test),
    #     columns=transformer.get_feature_names_out()
    # )

# Scale numeric columns to [0, 1]
if scale:
    num_col_names = list(num_cols.keys())
    self.X_train[num_col_names] = self.scaler.fit_transform(
        self.X_train[num_col_names]
    )
    self.X_test[num_col_names] = self.scaler.fit_transform(
        self.X_test[num_col_names]
    )

def get_training_set(self):
    return self.X_train, self.y_train

def get_testing_set(self):
    return self.X_test

def accuracy(self, y_pred, train=False):
    if train:
        return accuracy_score(self.y_train, y_pred)
    else:
        return accuracy_score(self.y_test, y_pred)

def f1(self, y_pred, train=False):
    if train:

```



```

        return f1_score(self.y_train, y_pred, average='weighted')
    else:
        return f1_score(self.y_test, y_pred, average='weighted')

def acc_f1(self, y_pred, train=False):
    y_pred = [0 if y < 0.5 else 1 for y in y_pred]
    return (
        round(self.accuracy(y_pred, train=train), 4),
        round(self.f1(y_pred, train=train), 4)
    )

def report(self, y_pred):
    print(classification_report(self.y_test, y_pred))

def roc_curve(self, csv_dict):
    """
    csv_dict: keys are filepaths and values are display names
    """
    for filename, display_name in csv_dict.items():
        df = pd.read_csv(filename)
        y_pred = df["y_pred"].tolist()
        fpr, tpr, _ = roc_curve(self.y_test, y_pred)
        roc_auc = round(auc(fpr, tpr), 3)
        plt.plot(
            fpr, tpr, label=f"{display_name}, auc="+str(roc_auc),
            linewidth=0.8, alpha=0.7
        )
    plt.axline(
        (0, 0), slope=1, color="black", linestyle=(0, (5, 5)),
        linewidth=0.5
    )

    plt.title("ROC Curves")
    plt.xlabel("False Positive Rate")
    plt.ylabel("True Positive Rate")
    plt.legend(loc=0, fontsize=8)
    plt.show()

def heatmap(self, y_pred):
    cm = confusion_matrix(self.y_test, y_pred)

    cm_matrix = pd.DataFrame(
        data=cm, columns=['Actual Positive:1', 'Actual Negative:0'],
        index=['Predict Positive:1', 'Predict Negative:0']
    )

    sns.heatmap(cm_matrix, annot=True, fmt='d')
    plt.show()

def save_predictions(self, filename, y_pred):
    pd.DataFrame(y_pred, columns=["y_pred"]) \
        .to_csv(f"{filename}.csv", index=False)

if __name__ == "__main__":
    ds = Dataset()

```

```

ds.roc_curve({
    "dtree.csv": "Decision Tree",
    "dtree+sm.csv": "Decision Tree with SMOTE",
    "rf.csv": "Random Forest",
    "rf+sm.csv": "Random Forest with SMOTE",
    "slp.csv": "Single-Layer Perceptron",
    "mlp.csv": "Multi-Layer Perceptron",
    "KNN_pred_prob.csv": "K-Nearest Neighbour (KNN)",
    "KNN_pred_prob+smote.csv": "KNN with SMOTE",
    "knn_pred_prob+smote+robustscaler.csv": "KNN with SMOTE and RobustScaler",
    "LGR_pred_prob.csv": "Logistic Regression",
    "LGR_pred_prob+smote.csv": "Logistic Regression with SMOTE",
})

```

Decision Tree

```

from collections import namedtuple

from sklearn.model_selection import KFold
from sklearn.tree import DecisionTreeClassifier

from telco import Dataset

def calibrate(ds: Dataset, n_splits=5, silent=True):
    """
    Given a Dataset, returns the value of alpha which maximizes the expected
    testing accuracy for a Decision Tree using k-fold CV.
    """
    # Get data, split into k=nsplits folds
    X, Y = ds.get_training_set()
    kf = KFold(n_splits=n_splits, shuffle=True, random_state=441)

    # Store fold results
    FoldResults = namedtuple("FoldResults", [
        "ccp_alphas", "impurities", "node_counts", "depth",
        "train_scores", "test_scores"
    ])
    folds = []

    # k-fold CV
    for train, test in kf.split(X):
        if not silent:
            print("Testing...")
        X_train, X_test = X.iloc[train], X.iloc[test]
        y_train, y_test = Y.iloc[train], Y.iloc[test]

        # Create Decision Tree, use Cost Complexity Pruning
        clf = DecisionTreeClassifier(random_state=441)
        path = clf.cost_complexity_pruning_path(X_train, y_train)
        ccp_alphas, impurities = path.ccp_alphas[:-1], path.impurities[:-1]

        # Train a DTree with each alpha
        clfs = []
        for ccp_alpha in ccp_alphas:
            clf = DecisionTreeClassifier(
                random_state=441, ccp_alpha=ccp_alpha)

```

```

        clf.fit(X_train, y_train)
        clfs.append(clf)

    # Compute metrics
    node_counts = [clf.tree_.node_count for clf in clfs]
    depth = [clf.tree_.max_depth for clf in clfs]
    train_scores = [clf.score(X_train, y_train) for clf in clfs]
    test_scores = [clf.score(X_test, y_test) for clf in clfs]

    # Save fold results
    folds.append(FoldResults(
        ccp_alphas, impurities, node_counts, depth, train_scores,
        test_scores
    ))

# Compute average testing accuracy for all alphas
all_alphas = sorted(set(
    sum([list(folds[i].ccp_alphas) for i in range(n_splits)], []))
))

avg_test_scores = []
a_ind = [0 for _ in range(n_splits)]
for alpha in all_alphas:
    a_sum = 0
    for i in range(n_splits):
        while a_ind[i] + 1 < len(folds[i].ccp_alphas):
            if folds[i].ccp_alphas[a_ind[i] + 1] < alpha:
                a_ind[i] += 1
            else:
                break
        a_sum += folds[i].test_scores[a_ind[i]]
    avg_test_scores.append(a_sum/n_splits)

# Compute best alpha
max_test = max(avg_test_scores)
where_max = avg_test_scores.index(max_test)
best_alpha = all_alphas[where_max]
if not silent:
    print(max_test, where_max, best_alpha)

return best_alpha

def create_tree(load=False, smote=False, save=False):
    """
    Given a dataset, tunes or loads a single Decision Tree.
    """
    ds = Dataset(onehot=True, smote=smote)

    if not load:
        # Tune hyperparameter alpha using k-fold CV
        alpha = calibrate(ds, silent=False)
    elif smote:
        # Load tuned value for smote=True
        alpha = 0.0008973247358753291
    else:
        # Load tuned value for smote=False
        alpha = 0.0007307378011487363

```

```

clf = DecisionTreeClassifier(random_state=441, ccp_alpha=alpha)
clf.fit(*ds.get_training_set())
y_pred = clf.predict(ds.get_testing_set())
y_pred_prob = clf.predict_proba(ds.get_testing_set())[:, 1]
acc = ds.accuracy(y_pred)
f1 = ds.f1(y_pred)

ds.report(y_pred)
ds.heatmap(y_pred)

if save:
    ds.save_predictions("dtree+sm" if smote else "dtree", y_pred_prob)

# 0.8097, 0.5786 (smote=False)
# 0.8239, 0.6457 (smote=True)
return (round(acc, 4), round(f1, 4))

print(create_tree(load=True, smote=False, save=True))
print(create_tree(load=True, smote=True, save=True))

```

Random Forest

```

from sklearn.model_selection import GridSearchCV
from sklearn.ensemble import RandomForestClassifier

from telco import Dataset

def create_random_forest(load=True, smote=False, save=False):
    """
    Given a dataset, tunes or loads a 100-tree random forest
    """
    ds = Dataset(onehot=True, scale=True, smote=smote)

    if not load:
        param_grid = [{
            'max_depth': list(range(1, 16))
        }]
        clf = GridSearchCV(
            RandomForestClassifier(oob_score=True, n_jobs=-1, random_state=441),
            param_grid, cv=5, scoring=['accuracy', 'f1'], refit='accuracy'
        )
    elif smote:
        # Loads the best parameters from the search for smote=True
        clf = RandomForestClassifier(
            max_depth=11, oob_score=True, n_jobs=-1, random_state=441
        )
    else:
        # Loads the best parameters from the search for smote=False
        clf = RandomForestClassifier(
            max_depth=8, oob_score=True, n_jobs=-1, random_state=441
        )

    clf.fit(*ds.get_training_set())

```

```

if not load:
    print(clf.best_params_)

y_pred = clf.predict(ds.get_testing_set())
y_pred_prob = clf.predict_proba(ds.get_testing_set())[:, 1]
acc = ds.accuracy(y_pred)
f1 = ds.f1(y_pred)

ds.report(y_pred)
ds.heatmap(y_pred)

if save:
    ds.save_predictions("rf+sm" if smote else "rf", y_pred_prob)

# 0.8338, 0.6214 (d=8, smote=False)
# 0.8253, 0.6496 (d=11, smote=True)
return (round(acc, 4), round(f1, 4))

print(create_random_forest(load=True, smote=False, save=True))
print(create_random_forest(load=True, smote=True, save=True))

```

Neural Network (Multi-layer Perceptron)

```

from sklearn.model_selection import GridSearchCV
from sklearn.neural_network import MLPClassifier

from telco import Dataset

"""
Hyperparameter tuning for single-layer, smote=False
1. param_grid = [{
    'activation': ['identity', 'logistic', 'tanh', 'relu'],
    'solver': ['lbfgs', 'sgd', 'adam'],
    'hidden_layer_sizes': [
        (25,), (50,), (75,), (100,), (125,), (150,), (200,), (250,)
    ]
}]
Selected: 'identity', 'adam', (25,)

2. param_grid = [{
    'hidden_layer_sizes': [
        (5,), (15,), (25,), (35,), (45,)
    ]
}]
Selected: (5,)

3. param_grid = [{
    'hidden_layer_sizes': [
        (2,), (4,), (6,), (8,), (10,), (12,), (14,)
    ]
}]
Selected: (4,)

4. param_grid = [{
    'hidden_layer_sizes': [

```

```

        (3,), (4,), (5,), (6,), (7,)
    ]
}]
- Set to maximize f1 score, since accuracy is the same
Selected: (5,)

Similar methods for other models.
"""

def create_single_layer_nnet(load=True, smote=False, save=False):
    """
    Given a dataset, tunes or loads a single layer perceptron which maximizes
    the expected prediction accuracy. Hyperparameters are tuned using
    k-fold CV.
    """
    ds = Dataset(onehot=True, scale=True, smote=smote)
    if not load:
        # WARNING: TAKES MANY HOURS
        param_grid = [{
            # 'activation': ['identity', 'logistic', 'tanh', 'relu'],
            # 'solver': ['lbfgs', 'sgd', 'adam'],
            'hidden_layer_sizes': [
                # (25,), (50,), (75,), (100,), (125,), (150,), (200,), (250,)
                # (5,), (10,), (15,), (20,), (25,)
                # (2,), (4,), (6,), (8,), (10,), (12,), (14,)
                (3,), (4,), (5,), (6,), (7,)
            ]
        }]
    clf = GridSearchCV(
        MLPClassifier(
            activation='logistic', solver='adam',
            random_state=441, max_iter=1000
        ),
        param_grid, cv=5, scoring=['accuracy', 'f1'], refit='accuracy'
    )
    else:
        # Loads the best parameters from the search
        clf = MLPClassifier(
            hidden_layer_sizes=(5,), activation='logistic', solver='adam',
            random_state=441, verbose=True, max_iter=1000
        )

    clf.fit(*ds.get_training_set())

    if not load:
        print(clf.best_params_)

    y_pred = clf.predict(ds.get_testing_set())
    y_pred_prob = clf.predict_proba(ds.get_testing_set())[:, 1]
    acc = ds.accuracy(y_pred)
    f1 = ds.f1(y_pred)

    ds.report(y_pred)
    ds.heatmap(y_pred)

    if save:
        ds.save_predictions("slp", y_pred_prob)

```

```

# 0.8352, 0.6527 (logi-adam, (25,))
# 0.8381, 0.6607 (logi-adam, (5,)) <- selected
# 0.8381, 0.6587 (logi-adam, (4,))
return (round(acc, 4), round(f1, 4))

def create_multi_layer_nnet(load=True, smote=False, save=False):
    """
    Given a dataset, tunes or loads a multi-layer perceptron which maximizes
    the expected prediction accuracy. Hyperparameters are tuned using
    k-fold CV.
    """
    ds = Dataset(onehot=True, scale=True, smote=smote)
    if not load:
        # WARNING: TAKES MANY HOURS
        param_grid = [{
            'hidden_layer_sizes': [
                # (5, 5), (10, 10), (5, 5, 5), (10, 10, 10)
                (5, 5, 5), (5, 5, 5, 5, 5), (5, 10, 10, 10, 5)
            ]
        }]

        clf = GridSearchCV(
            MLPClassifier(
                activation='logistic', solver='adam',
                random_state=441, max_iter=1000
            ),
            param_grid, cv=5, scoring='accuracy'
        )
    else:
        # Loads the best parameters from the search
        clf = MLPClassifier(
            hidden_layer_sizes=(5, 5, 5), activation='logistic', solver='adam',
            random_state=441, verbose=True, max_iter=1000
        )

    clf.fit(*ds.get_training_set())

    if not load:
        print(clf.best_params_)

    y_pred = clf.predict(ds.get_testing_set())
    y_pred_prob = clf.predict_proba(ds.get_testing_set())[:, 1]
    acc = ds.accuracy(y_pred)
    f1 = ds.f1(y_pred)

    ds.report(y_pred)
    ds.heatmap(y_pred)

    if save:
        ds.save_predictions("mlp", y_pred_prob)

    # 0.8338, 0.6465 (logi-adam, (5, 5, 5))
    return (round(acc, 4), round(f1, 4))

print(create_single_layer_nnet(load=True, save=True))
print(create_multi_layer_nnet(load=True, save=True))

```