Every model is analysed with a metric function that prints the classification report and displays a confusion matrix for further visualization of the results.

There are four ways to check if the predictions are right or wrong:

1. **True Negative (TN):** the customer was unsatisfied (0) and the model predicted a bad overall experience (0)
2. **True Positive (TP):** the customer was satisfied (1) and the model predicted a good overall experience (1)
3. **False Negative (FN):** the customer was satisfied (1), but the model predicted a bad overall experience (0)
4. **False Positive (FP):** the customer was unsatisfied (0) and the model predicted a good overall experience (1)

The total numbers of these cases are represented in the confusion matrix as shown in figure x.x



Figure x.x: Confusion Matrix

In the classification report there are 3 different metrics for each class (0/1):

1. **Precision:**