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ASSIGNMENT-4.4

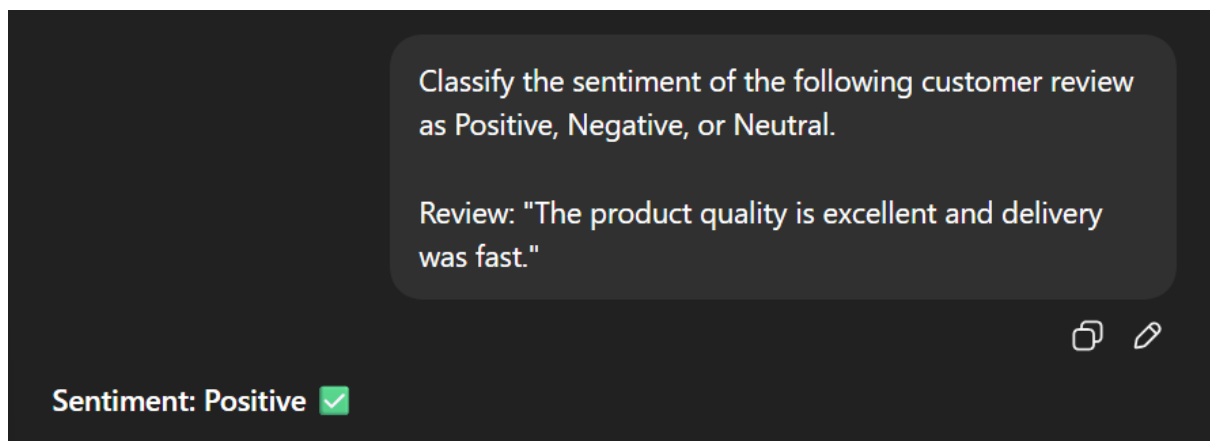
TASK-1:Sentiment Classification

Zero-Shot Prompt:

Prompt:

Classify the sentiment of the following customer review as Positive, Negative, or Neutral.

Review: "The product quality is excellent and delivery was fast."



One-Shot Prompt

Prompt:

Review: "The product is terrible and I want a refund."

Sentiment: Negative

Now classify the sentiment of the following review:

Review: "Amazing service and great value for money."

Review: "The product is terrible and I want a refund."
Sentiment: Negative

Now classify the sentiment of the following review:
Review: "Amazing service and great value for money."

Sentiment: Positive 😊

FEW-SHOT PROMPT

Prompt:

Review: "The product quality is excellent."

Sentiment: Positive

Review: "Delivery was delayed and customer support was poor."

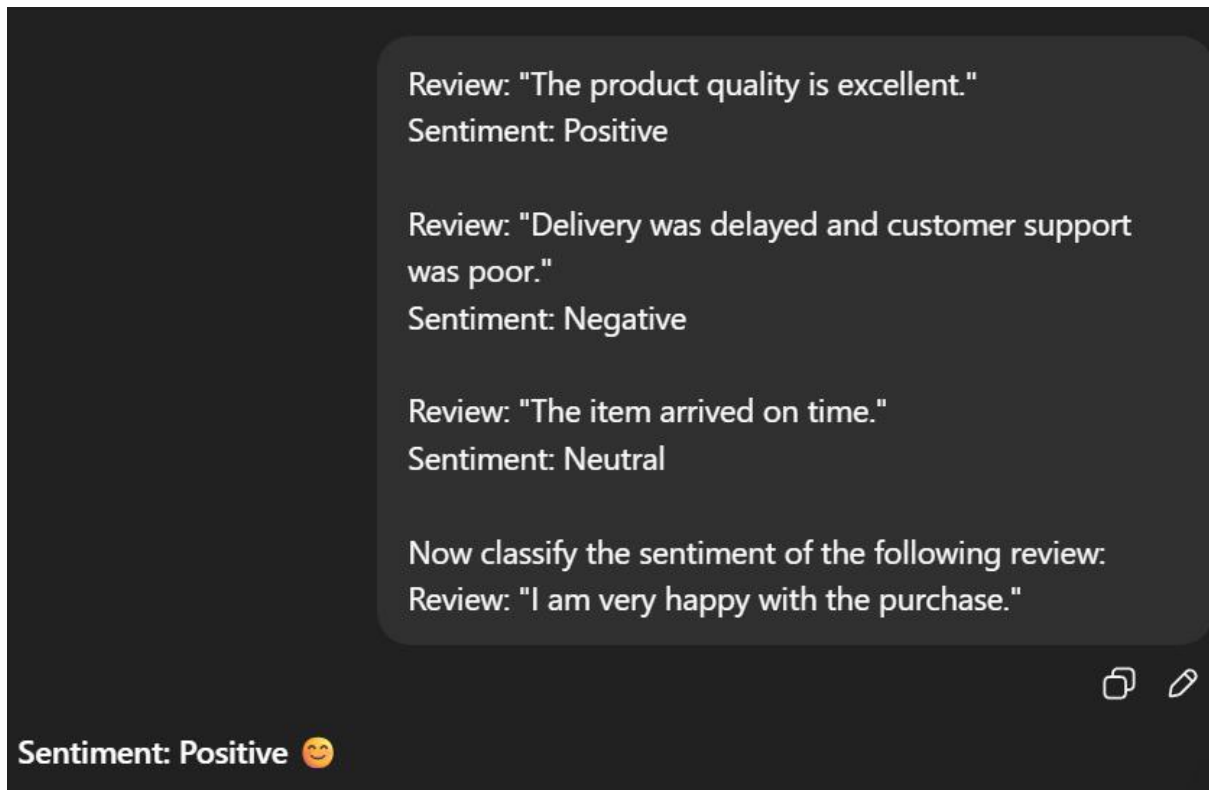
Sentiment: Negative

Review: "The item arrived on time."

Sentiment: Neutral

Now classify the sentiment of the following review:

Review: "I am very happy with the purchase."



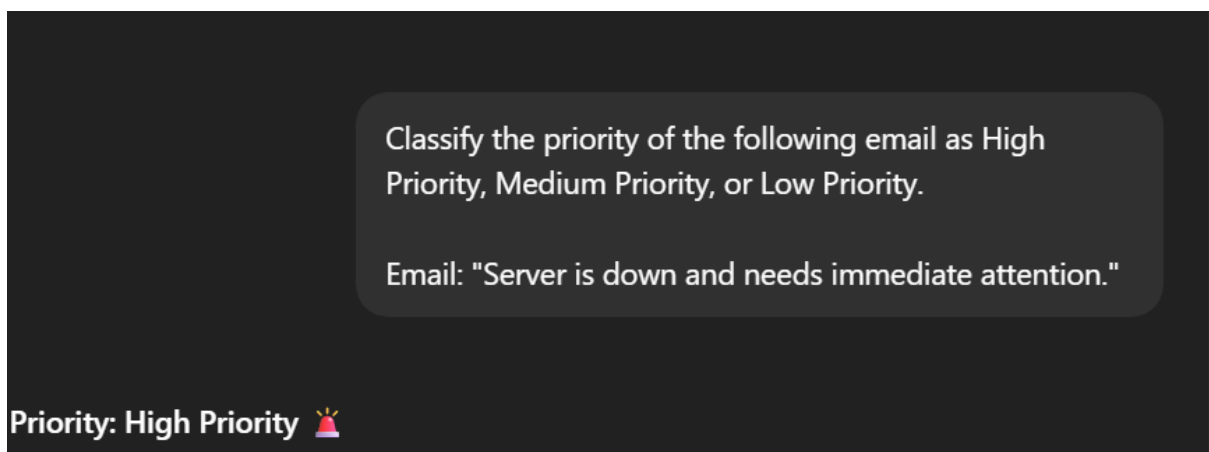
TASK-02:EMAIL PRIORITY CLASSIFICATION

ZERO-SHOT PROMPT:

Prompt:

Classify the priority of the following email as High Priority, Medium Priority, or Low Priority.

Email: "Server is down and needs immediate attention."



One-Shot Prompt:

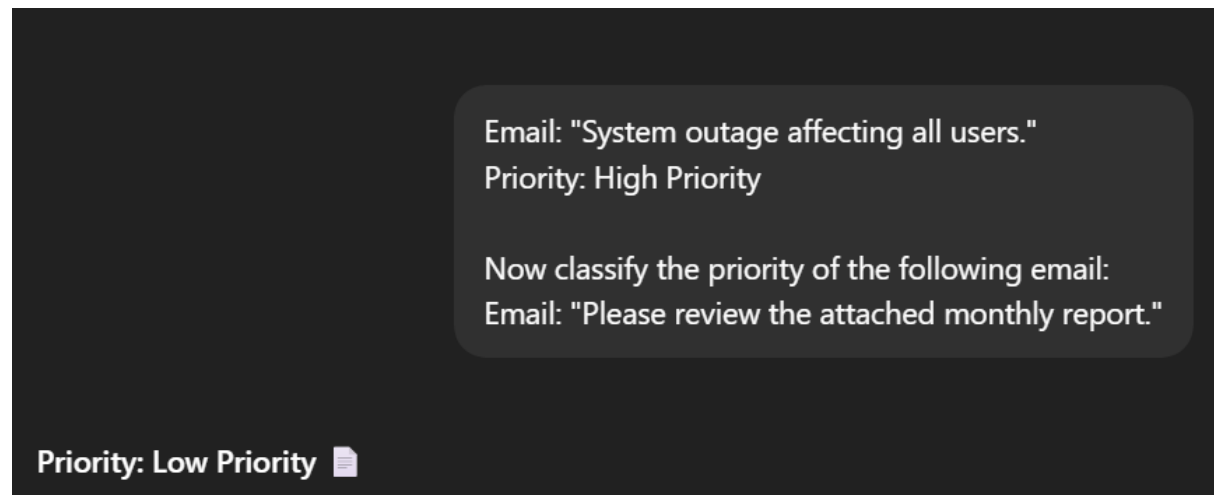
Prompt:

Email: "System outage affecting all users."

Priority: High Priority

Now classify the priority of the following email:

Email: "Please review the attached monthly report."



FEW-SHOT PROMPT

Prompt:

Email: "Server is down."

Priority: High Priority

Email: "Project update attached."

Priority: Medium Priority

Email: "Thank you for your support."

Priority: Low Priority

Now classify the priority of the following email:

Email: "Client meeting scheduled for tomorrow."

Email: "Server is down."

Priority: High Priority

Email: "Project update attached."

Priority: Medium Priority

Email: "Thank you for your support."

Priority: Low Priority

Now classify the priority of the following email:

Email: "Client meeting scheduled for tomorrow."

Priority: Medium Priority 📅

TASK-3:STUDENT QUERY ROUTING SYSTEM

ZERO-SHOT PROMPT:

Prompt:

Route the following student query to the correct department:

Admissions, Exams, Academics, or Placements.

Query: "When will exam results be declared?"

Route the following student query to the correct department:

Admissions, Exams, Academics, or Placements.

Query: "When will exam results be declared?"

Department: Exams 📄

ONE-SHOT PROMPT:

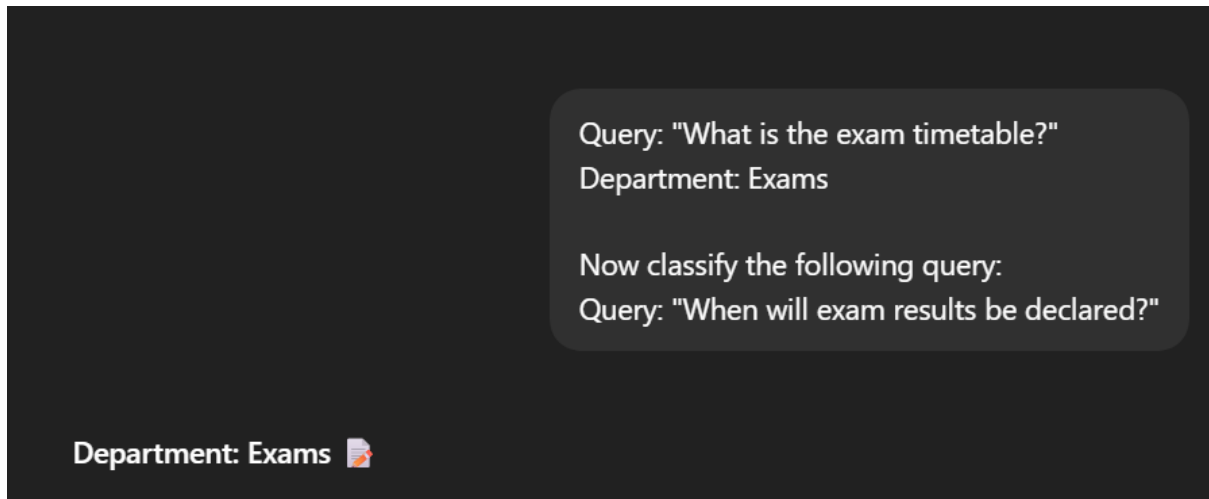
PROMPT:

Query: "What is the exam timetable?"

Department: Exams

Now classify the following query:

Query: "When will exam results be declared?"



FEW-SHOT PROMPT:

Prompt:

Query: "How can I apply for admission?"

Department: Admissions

Query: "How can I change my course?"

Department: Academics

Query: "When will placements start?"

Department: Placements

Now classify the following query:

Query: "When will exam results be released?"

Query: "How can I apply for admission?"
Department: Admissions

Query: "How can I change my course?"
Department: Academics

Query: "When will placements start?"
Department: Placements

Now classify the following query:
Query: "When will exam results be released?"

Department: Exams 📄

TASK-4:CHATBOT QUESTION TYPE DETECTION:

ZERO-SHOT-PROMPT:

Prompt:

Identify the type of the following query as Informational, Transactional, Complaint, or Feedback.

Query: "My order has not arrived yet."

Identify the type of the following query as
Informational, Transactional, Complaint, or Feedback.

Query: "My order has not arrived yet."

Type: Complaint ⚠️

ONE-SHOT PROMPT:

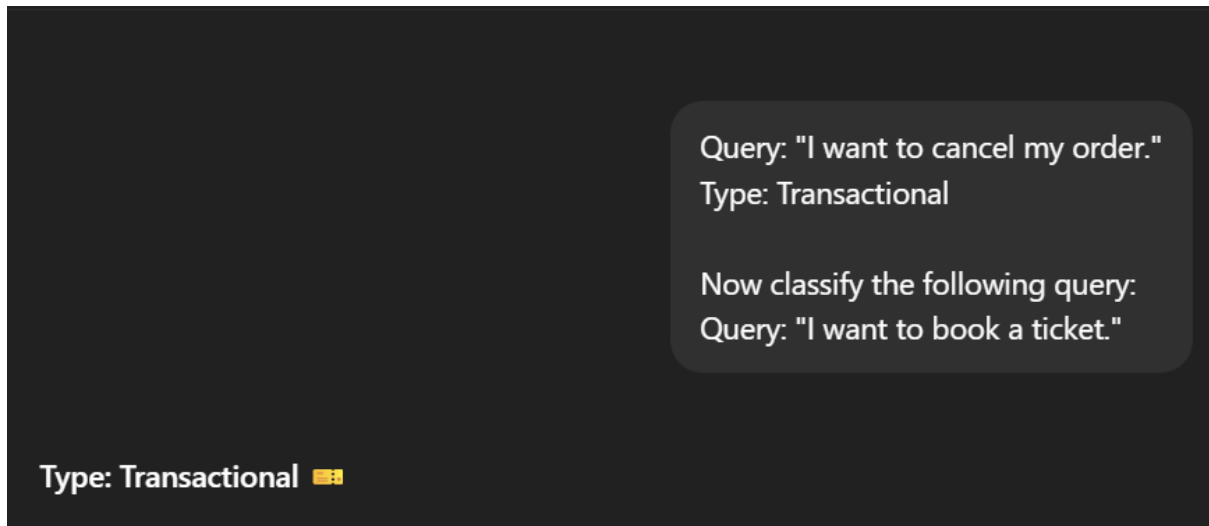
Prompt:

Query: "I want to cancel my order."

Type: Transactional

Now classify the following query:

Query: "I want to book a ticket."



FEW SHOT PROMPTS

Prompt:

Query: "What are your working hours?"

Type: Informational

Query: "My order is delayed."

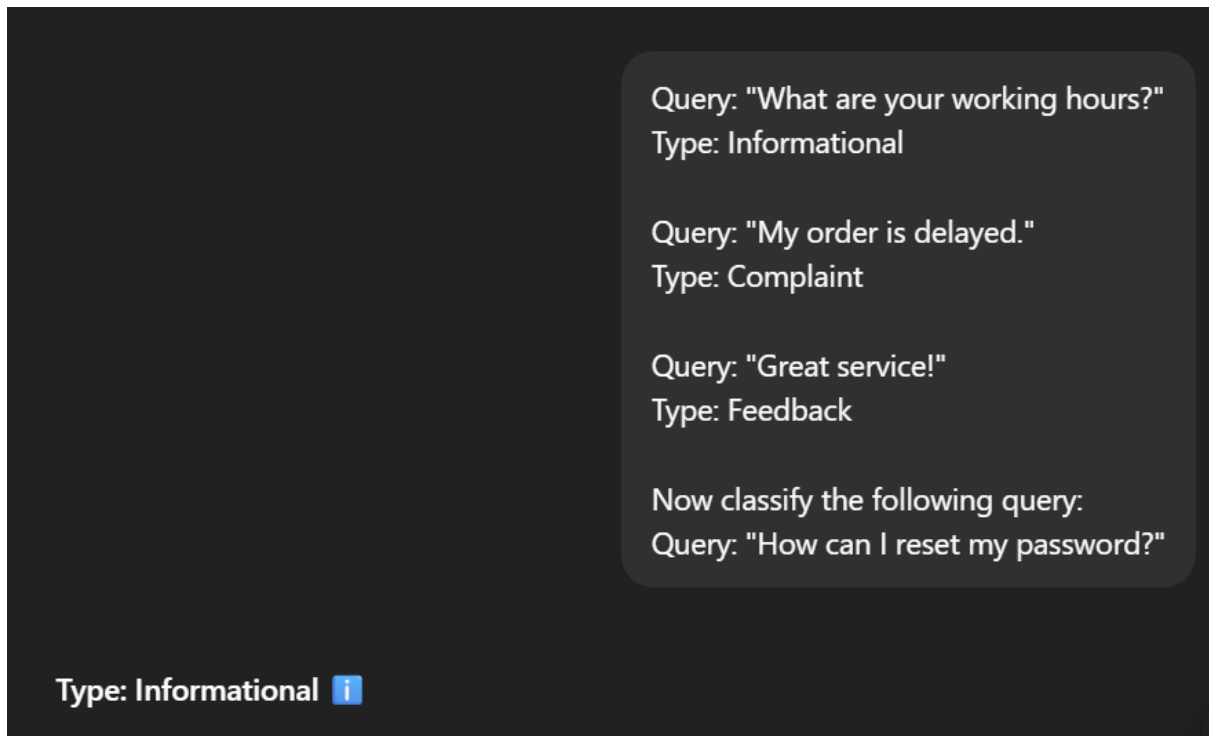
Type: Complaint

Query: "Great service!"

Type: Feedback

Now classify the following query:

Query: "How can I reset my password?"



TASK-5:EMOTION DETECTION IN TEXT

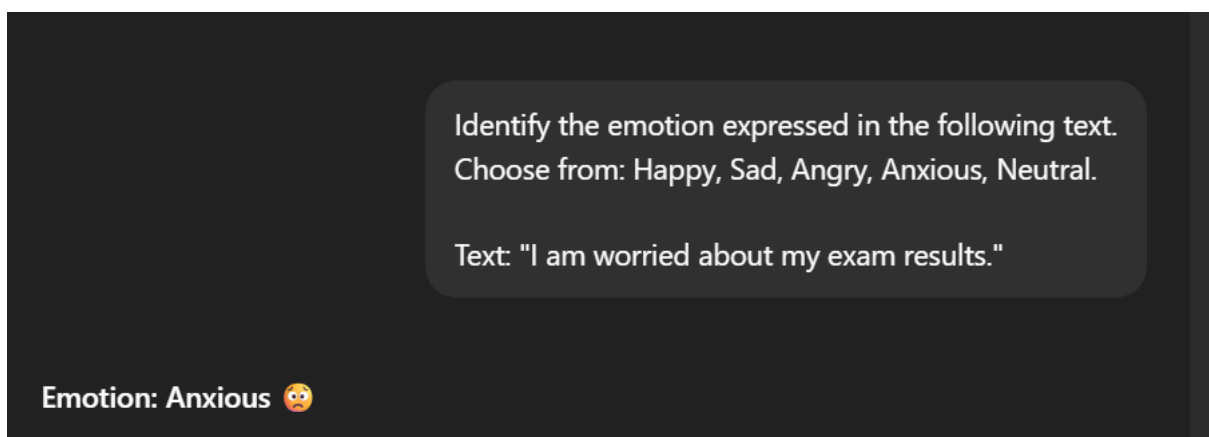
ZERO-SHOT POMPT

Prompt:

Identify the emotion expressed in the following text.

Choose from: Happy, Sad, Angry, Anxious, Neutral.

Text: "I am worried about my exam results."



ONE-SHOT PROMPT:

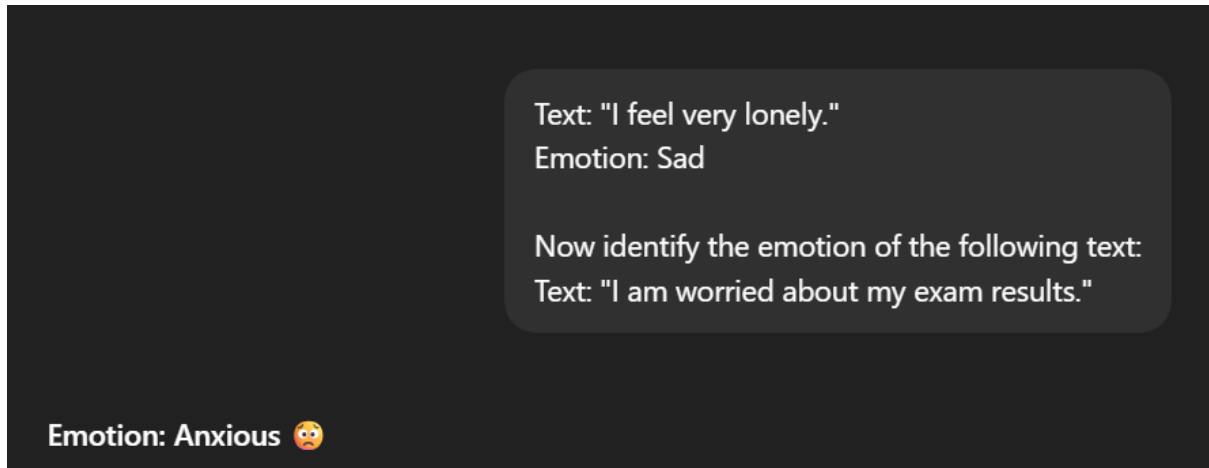
Prompt:

Text: "I feel very lonely."

Emotion: Sad

Now identify the emotion of the following text:

Text: "I am worried about my exam results."



FEW-SHOT PROMPT:

Prompt:

Text: "I am feeling joyful today."

Emotion: Happy

Text: "This situation makes me furious."

Emotion: Angry

Text: "Nothing special happened today."

Emotion: Neutral

Now identify the emotion of the following text:

Text: "I am nervous about my future."

Text: "I am feeling joyful today."

Emotion: Happy

Text: "This situation makes me furious."

Emotion: Angry

Text: "Nothing special happened today."

Emotion: Neutral

Now identify the emotion of the following text:

Text: "I am nervous about my future."

Emotion: Anxious 🤔

Conclusion:

1. **Zero-shot prompting** is fast but less accurate
2. **One-shot prompting** improves understanding
3. **Few-shot prompting** gives the **highest accuracy**
4. Providing examples reduces ambiguity and improves classification