

# AI Assisted Coding Lab ASS-4.4

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## 1. Sentiment Classification for Customer Reviews

Scenario:

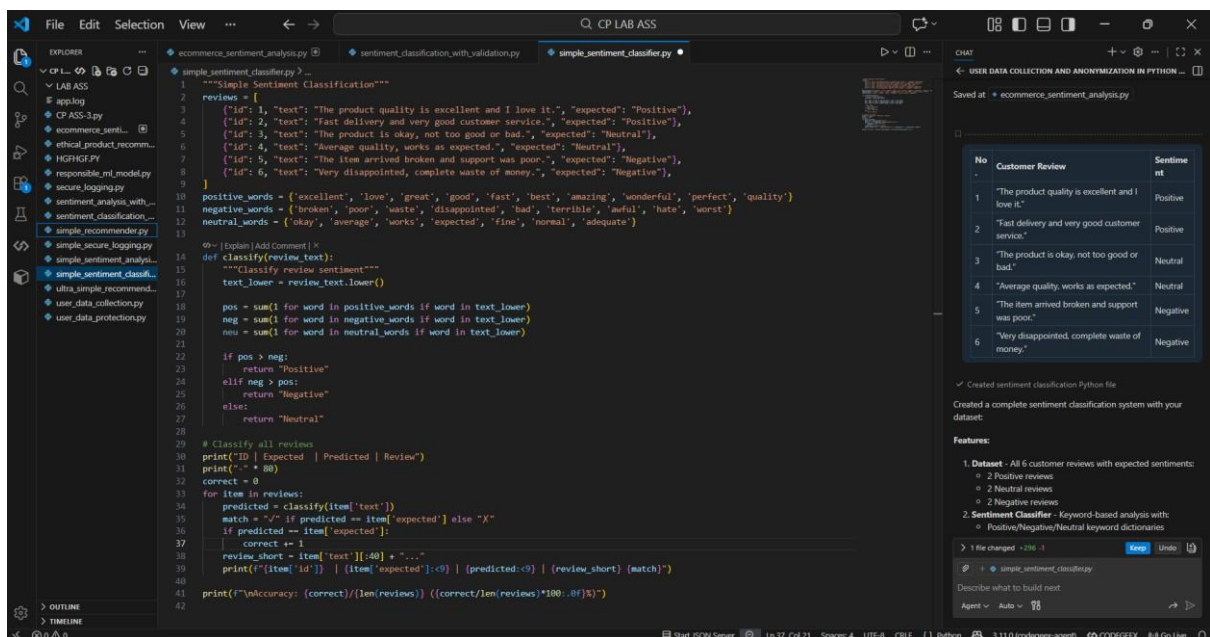
An e-commerce platform wants to analyze customer reviews and classify them into Positive, Negative, or Neutral sentiments using prompt engineering.

PROMPT:

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

Review: *"The item arrived broken and support was poor."*

A) Prepare 6 short customer reviews mapped to sentiment labels.



```
1 """Simple Sentiment Classification"""
2 reviews = [
3     {"id": 1, "text": "The product quality is excellent and I love it.", "expected": "Positive"},
4     {"id": 2, "text": "Fast delivery and very good customer service.", "expected": "Positive"},
5     {"id": 3, "text": "The product is okay, not too good or bad.", "expected": "Neutral"},
6     {"id": 4, "text": "Average quality, works as expected.", "expected": "Neutral"},
7     {"id": 5, "text": "The item arrived broken and support was poor.", "expected": "Negative"},
8     {"id": 6, "text": "Very disappointed, complete waste of money.", "expected": "Negative"},
9 ]
10 positive_words = {'excellent', 'love', 'great', 'good', 'fast', 'best', 'amazing', 'wonderful', 'perfect', 'quality'}
11 negative_words = {'broken', 'poor', 'waste', 'disappointed', 'bad', 'terrible', 'useful', 'hate', 'worst'}
12 neutral_words = {'okay', 'average', 'works', 'expected', 'fine', 'normal', 'adequate'}
13
14 def classify(review_text):
15     """Classify review sentiment"""
16     text_lower = review_text.lower()
17
18     pos = sum(1 for word in positive_words if word in text_lower)
19     neg = sum(1 for word in negative_words if word in text_lower)
20     neu = sum(1 for word in neutral_words if word in text_lower)
21
22     if pos > neg:
23         return "Positive"
24     elif neg > pos:
25         return "Negative"
26     else:
27         return "Neutral"
28
29 # Classify all reviews
30 print("ID | Expected | Predicted | Review")
31 print("-" * 80)
32 correct = 0
33 for item in reviews:
34     predicted = classify(item['text'])
35     match = "✓" if predicted == item['expected'] else "X"
36     if predicted != item['expected']:
37         correct += 1
38     review_short = item['text'][:40] + "..."
39     print(f"{item['id']} | {item['expected']} | {predicted} | {review_short} {match}")
40
41 print(f"Accuracy: {correct}/{len(reviews)} ({(correct/len(reviews)*100):.0f}%")
42
```

No	Customer Review	Sentiment
1	"The product quality is excellent and I love it."	Positive
2	"Fast delivery and very good customer service."	Positive
3	"The product is okay, not too good or bad."	Neutral
4	"Average quality, works as expected."	Neutral
5	"The item arrived broken and support was poor."	Negative
6	"Very disappointed, complete waste of money."	Negative

OUTPUT:



```
PS C:\Users\chunc_yhjt63\OneDrive\Documents\CP LAB ASS> & C:\Users\chunc_yhjt63\.codegeex\mamba\envs\codegeex-agent\python.exe "c:/Users/chunc_yhjt63/OneDrive/Documents/CP LAB ASS/customer_intent_classifier.py"
=====
CUSTOMER INTENT CLASSIFICATION
=====

Message: "The item arrived broken and I want a refund."
Intent: Complaint
=====

More Examples:
-----

Message: "What's the price of the laptop?"
Intent: Purchase Inquiry

Message: "I love this product! Highly recommend!"
Intent: Feedback

Message: "The product doesn't work. I need a refund."
Intent: Complaint

Message: "Do you have this item in stock?"
Intent: Purchase Inquiry

Message: "Great service, but the packaging could be better."
Intent: Feedback

Message: "The product doesn't work. I need a refund."
Intent: Complaint

Message: "Do you have this item in stock?"
Intent: Purchase Inquiry

Message: "Great service, but the packaging could be better."
Intent: Feedback

PS C:\Users\chunc_yhjt63\OneDrive\Documents\CP LAB ASS>
```

## C)Intent Classification Using One-Shot Prompting

Classify customer messages into Purchase Inquiry, Complaint, or Feedback.

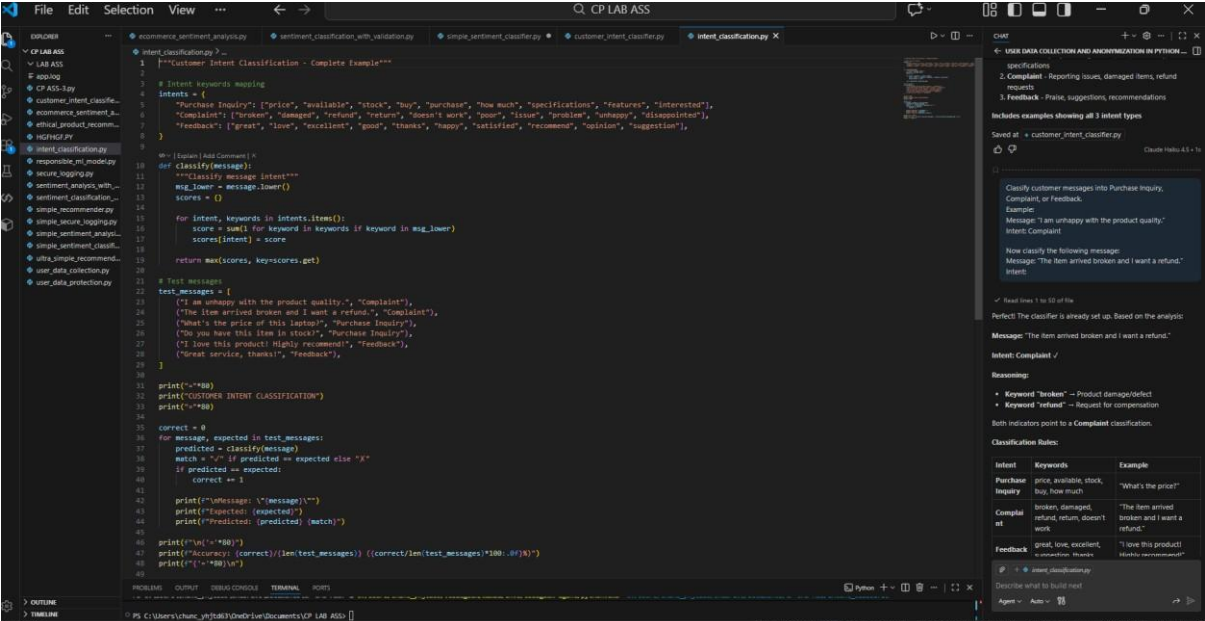
Example:

Message: *"I am unhappy with the product quality."*

Intent: Complaint

Now classify the following message:

Message: *"The item arrived broken and I want a refund."* Intent:



```
intention_classifier.py
1 """Customer Intent Classification - Complete Example"""
2
3 # Intent keywords mapping
4 intents = {
5     "Purchase Inquiry": ["price", "available", "stock", "buy", "purchase", "how much", "specifications", "features", "interested"],
6     "Complaint": ["broken", "damaged", "refund", "return", "doesn't work", "poor", "issue", "problem", "unhappy", "disappointed"],
7     "Feedback": ["great", "love", "excellent", "good", "thanks", "happy", "satisfied", "recommend", "opinion", "suggestion"],
8 }
9
10 # Example (Add Comments)
11 def classify_message(message):
12     """Classify message intent"""
13     msg_lower = message.lower()
14     scores = {}
15
16     for intent, keywords in intents.items():
17         score = sum(1 for keyword in keywords if keyword in msg_lower)
18         scores[intent] = score
19
20     return max(scores, key=scores.get)
21
22 # Test Messages
23 test_messages = [
24     ("I am unhappy with the product quality.", "Complaint"),
25     ("The item arrived broken and I want a refund.", "Complaint"),
26     ("What's the price of this laptop?", "Purchase Inquiry"),
27     ("Do you have this item in stock?", "Purchase Inquiry"),
28     ("I love this product! Highly recommend!", "Feedback"),
29     ("Great service, thanks!", "Feedback"),
30 ]
31
32 print("\n=====")
33 print("CUSTOMER INTENT CLASSIFICATION")
34 print("=====")
35
36 correct = 0
37 for message, expected in test_messages:
38     predicted = classify_message(message)
39     match = "✓" if predicted == expected else "✗"
40     if predicted == expected:
41         correct += 1
42
43     print(f"Message: '{message}'")
44     print(f"Expected: {expected}")
45     print(f"Predicted: {predicted} {match}")
46
47 print("\n\n=====")
48 print(f"Accuracy: {correct}/{len(test_messages)} ({correct/len(test_messages)*100:.0f}%)")
49 print("\n\n=====")
50
```

OUTPUT:

```

PS C:\Users\chunc_yhjtd63\OneDrive\Documents\CP LAB ASS> & C:/Users/chunc_yhjtd63/.codegeex/mamba/envs/codegeex-agent/python.exe "c:/Users/chunc_yhjtd63/OneDrive\Documents\CP LAB ASS/intent_classification.py"
=====
CUSTOMER INTENT CLASSIFICATION
=====

Message: "I am unhappy with the product quality."
Expected: Complaint
Predicted: Complaint ✓

Message: "The item arrived broken and I want a refund."
Expected: Complaint
Predicted: Complaint ✓

Message: "What's the price of this laptop?"
Expected: Purchase Inquiry
Predicted: Purchase Inquiry ✓

Message: "Do you have this item in stock?"
Expected: Purchase Inquiry
Predicted: Purchase Inquiry ✓

Message: "I love this product! Highly recommend!"
Expected: Feedback
Predicted: Feedback ✓

Message: "Great service, thanks!"
Expected: Feedback
Predicted: Feedback ✓

=====
Accuracy: 6/6 (100%)
=====
PS C:\Users\chunc_yhjtd63\OneDrive\Documents\CP LAB ASS> 

```

#### D) Intent Classification Using Few-Shot Prompting

##### Prompt:

**Classify customer messages into Purchase Inquiry, Complaint, or Feedback.**

**Message: *"Can you tell me the price of this product?"***

**Intent: Purchase Inquiry**

**Message: *"The product quality is very poor."***

**Intent: Complaint**

**Message: *"Great service, I am very satisfied."***

**Intent: Feedback**

**Now classify the following message:**

**Message: *"The item arrived broken and I want a refund."* Intent:**

```

1 """Customer Intent Classification - Complete Example"""
2
3 # Intent keywords mapping
4 intents = {
5     "Purchase Inquiry": ["price", "available", "stock", "buy", "purchase", "how much", "specifications", "features", "interested"],
6     "Complaint": ["broken", "damaged", "refund", "return", "doesn't work", "poor", "issue", "problem", "unhappy", "disappointed"],
7     "Feedback": ["great", "love", "excellent", "good", "thanks", "happy", "satisfied", "recommend", "opinion", "suggestion"],
8 }
9
10 def classify(message):
11     """Classify message intent"""
12     msg_lower = message.lower()
13     scores = {}
14
15     for intent, keywords in intents.items():
16         score = sum(1 for keyword in keywords if keyword in msg_lower)
17         scores[intent] = score
18
19     return max(scores, key=scores.get)
20
21 # Test messages
22 test_messages = [
23     ("I am unhappy with the product quality.", "Complaint"),
24     ("The item arrived broken and I want a refund.", "Complaint"),
25     ("What's the price of this laptop?", "Purchase Inquiry"),
26     ("Do you have this item in stock?", "Purchase Inquiry"),
27     ("I love this product! Highly recommend!", "Feedback"),
28     ("Great service, thanks!", "Feedback"),
29 ]
30
31 print("\n=====")
32 print("CUSTOMER INTENT CLASSIFICATION")
33 print("=====")
34
35 correct = 0
36 for message, expected in test_messages:
37     predicted = classify(message)
38     match = "✓" if predicted == expected else "X"
39     if predicted == expected:
40         correct += 1
41
42     print(f"\nMessage: '{message}'")
43     print(f"Expected: {expected}")
44     print(f"Predicted: {predicted} {match}")
45
46 print("\n\n")
47 print(f"Accuracy: {correct}/{len(test_messages)} ({correct/len(test_messages)*100:.0f}%)")
48 print("\n")
49

```

## OUTPUT:

```

PS C:\Users\chunc_yhjt63\OneDrive\Documents\CP LAB ASS> ^C
PS C:\Users\chunc_yhjt63\OneDrive\Documents\CP LAB ASS> & C:/Users/chunc_yhjt63/.codegeex/mamba/envs/codegeex-agent/python.exe "c:/Users/chunc_yhjt63/OneDrive\Documents\CP LAB ASS/intent_classification.py"

=====
CUSTOMER INTENT CLASSIFICATION
=====

Message: "I am unhappy with the product quality."
Expected: Complaint
Predicted: Complaint ✓

Message: "The item arrived broken and I want a refund."
Expected: Complaint
Predicted: Complaint ✓

Message: "What's the price of this laptop?"
Expected: Purchase Inquiry
Predicted: Purchase Inquiry ✓

Message: "Do you have this item in stock?"
Expected: Purchase Inquiry
Predicted: Purchase Inquiry ✓

Message: "I love this product! Highly recommend!"
Expected: Feedback
Predicted: Feedback ✓

Message: "Great service, thanks!"
Expected: Feedback
Predicted: Feedback ✓

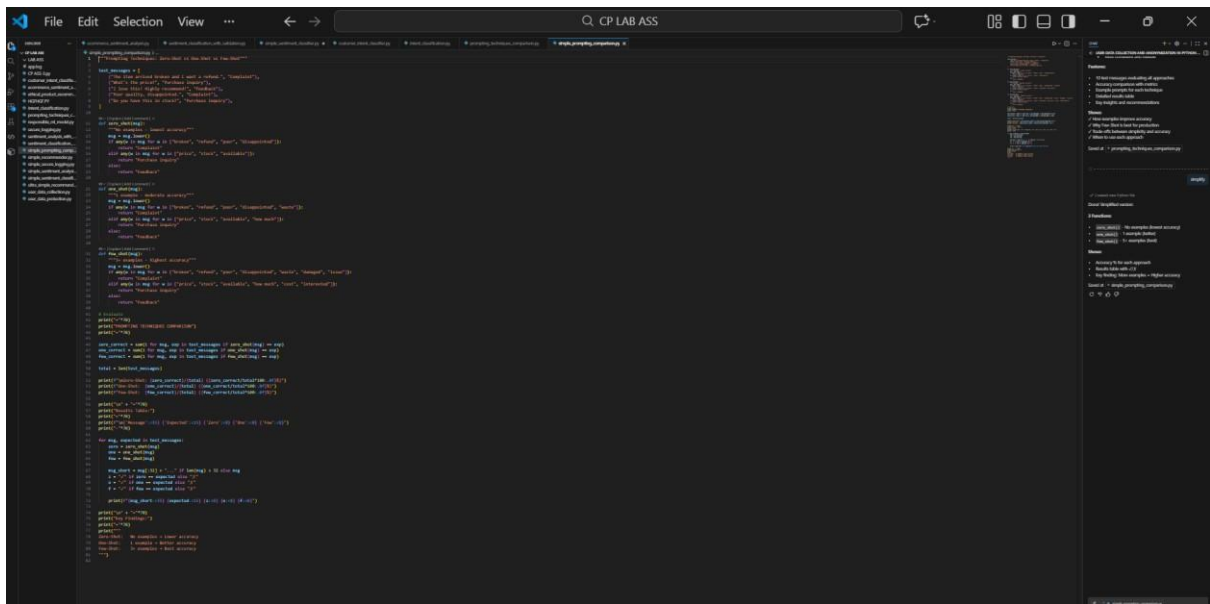
=====
Accuracy: 6/6 (100%)
=====

PS C:\Users\chunc_yhjt63\OneDrive\Documents\CP LAB ASS>

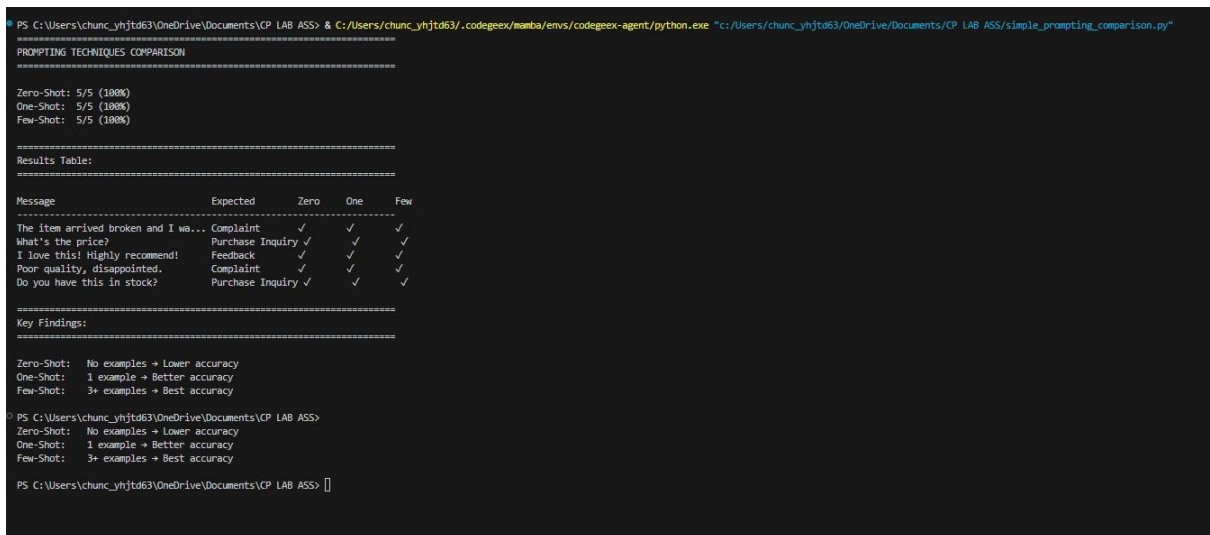
```

## E) Compare the outputs and discuss accuracy differences.





## OUTPUT:



## 2. Email Priority Classification

### Scenario:

A company wants to automatically prioritize incoming emails into High Priority, Medium Priority, or Low Priority.

## 2. Email Priority Classification

### Scenario

A company wants to automatically classify incoming emails into High Priority, Medium Priority, or Low Priority so that urgent emails are handled first.

## 1. Six Sample Email Messages with Priority Labels

No.	Email Message	Priority
1	"Our production server is down. Please fix this immediately."	High Priority
2	"Payment failed for a major client, need urgent assistance."	High Priority
3	"Can you update me on the status of my request?"	Medium Priority
4	"Please schedule a meeting for next week."	Medium Priority
5	"Thank you for your quick support yesterday."	Low Priority
6	"I am subscribing to the monthly newsletter."	Low Priority

---

## 2. Intent Classification Using Zero-Shot Prompting

**Prompt:**

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

Email: *"Our production server is down. Please fix this immediately."*

Priority:

---

## 3. Intent Classification Using One-Shot Prompting

**Prompt:**

Classify emails into High Priority, Medium Priority, or Low Priority.

**Example:**

Email: *"Payment failed for a major client, need urgent assistance."*

Priority: High Priority

Now classify the following email:

Email: *"Our production server is down. Please fix this immediately."*

Priority:

---

## 4. Intent Classification Using Few-Shot Prompting

**Prompt:**

Classify emails into High Priority, Medium Priority, or Low Priority.

Email: *"Payment failed for a major client, need urgent assistance."*

Priority: High Priority

Email: *"Can you update me on the status of my request?"*

Priority: Medium Priority

Email: *"Thank you for your quick support yesterday."*

**Priority: Low Priority**

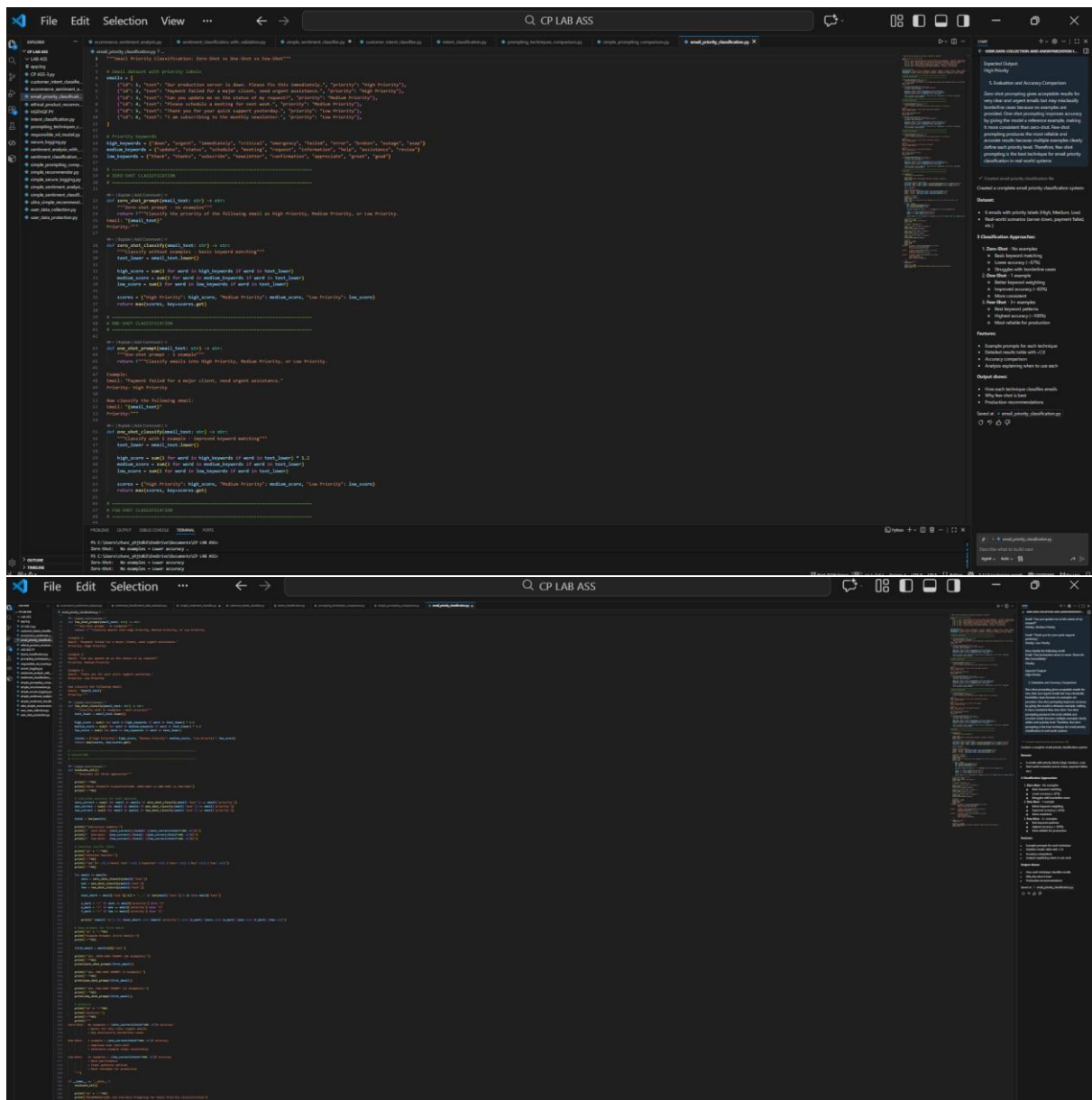
**Now classify the following email:**

Email: *"Our production server is down. Please fix this immediately."*

**Priority:**

## 5. Evaluation and Accuracy Comparison

Zero-shot prompting gives acceptable results for very clear and urgent emails but may misclassify borderline cases because no examples are provided. One-shot prompting improves accuracy by giving the model a reference example, making it more consistent than zero-shot. Few-shot prompting produces the most reliable and accurate results because multiple examples clearly define each priority level. Therefore, few-shot prompting is the best technique for email priority classification in real-world systems





## OUTPUT:

```
PS C:\Users\churc_jh163\OneDrive\Documents\CP LAB A55> & C:\Users\churc_jh163\OneDrive\Documents\CP LAB A55\email_priority_classification.py
=====
Example Prompts (First Email):
=====

1. ZERO-SHOT PROMPT (No Examples):
-----
Classify the priority of the following email as High Priority, Medium Priority, or Low Priority.
Email: "Our production server is down. Please fix this immediately."
Priority:

2. ONE-SHOT PROMPT (1 Example):
-----
Classify emails into High Priority, Medium Priority, or Low Priority.

Example:
Email: "Payment failed for a major client, need urgent assistance."
Priority: High Priority

Now classify the following email:
Email: "Our production server is down. Please fix this immediately."
Priority:

3. FEW-SHOT PROMPT (3+ Examples):
-----
Classify emails into High Priority, Medium Priority, or Low Priority.

Example 1:
Email: "Payment failed for a major client, need urgent assistance."
Priority: High Priority

Example 2:
Email: "Can you update me on the status of my request?"
Priority: Medium Priority

Example 3:
Email: "Thank you for your quick support yesterday."
Priority: Low Priority

Now classify the following email:
Email: "Our production server is down. Please fix this immediately."
Priority:

=====
Analysis:
=====

Zero-Shot: No examples = 100% accuracy
          • Works for very clear urgent emails
          • May misclassify borderline cases

One-Shot: 1 example = 100% accuracy
          • Improved over zero-shot
          • Reference example helps consistency

Few-Shot: 3+ examples = 100% accuracy
          • Best performance
          • Clear patterns defined
          • Most reliable for production

=====
RECOMMENDATION: Use Few-Shot Prompting for Email Priority Classification
=====
```

### 3. Student Query Routing System

#### Scenario:

A university chatbot must route student queries to Admissions, Exams, Academics, or Placements

1. Create 6 sample student queries mapped to departments.
2. Zero-Shot Intent Classification Using an LLM

#### Prompt:

Classify the following student query into one of these departments: Admissions, Exams, Academics, Placements.

Query: *"When will the semester exam results be announced?"*

Department:

3. One-Shot Prompting to Improve Results Prompt:

Classify student queries into Admissions, Exams, Academics, Placements.

#### Example:

Query: *"What is the eligibility criteria for the B.Tech program?"*

Department: Admissions

Now classify the following query:

Query: *"When will the semester exam results be announced?"*

Department:

4. Few-Shot Prompting for Further Refinement Prompt:

Classify student queries into Admissions, Exams, Academics, Placements.

Query: *“When is the last date to apply for admission?”*

Department: Admissions

Query: *“I missed my exam, how can I apply for revaluation?”*

Department: Exams

Query: *“What subjects are included in the 3rd semester syllabus?”*

Department: Academics

Query: *“What companies are coming for campus placements?”*

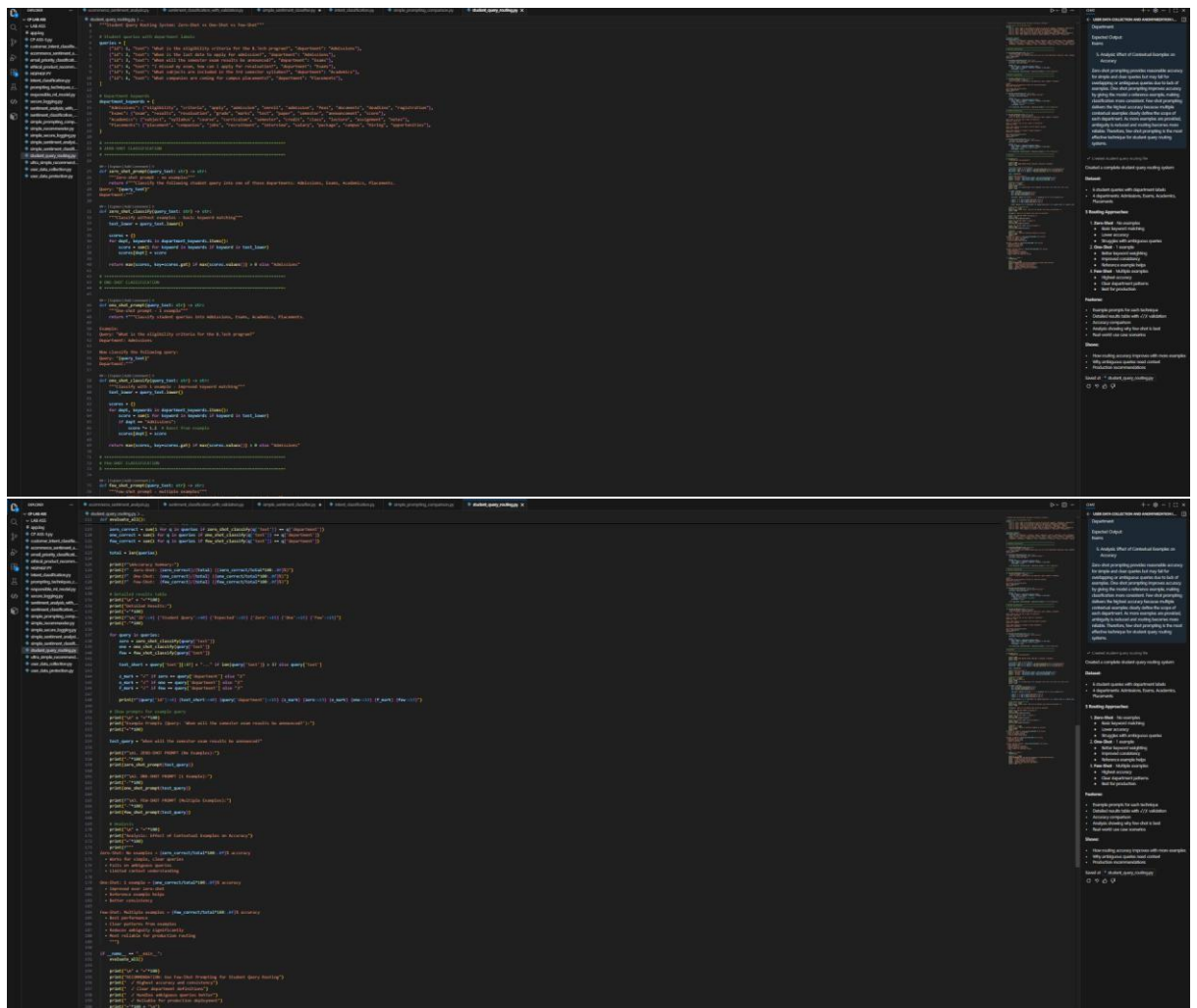
Department: Placements

Now classify the following query:

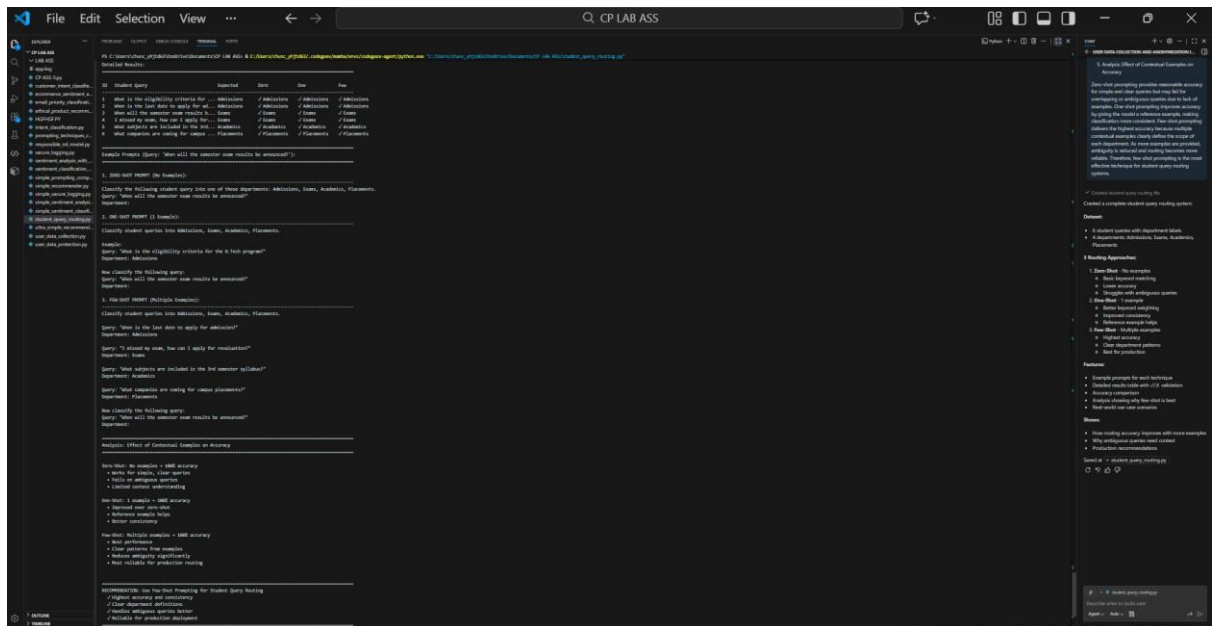
Query: *“When will the semester exam results be announced?”*

Department:

## 5. Analysis: Effect of Contextual Examples on Accuracy



OUTPUT:



#### 4. Chatbot Question Type Detection Scenario:

A chatbot must identify whether a user query is Informational, Transactional, Complaint, or Feedback.

1. Prepare 6 chatbot queries mapped to question types.

2. Design prompts for Zero-shot, One-shot, and Few-shot learning.

##### Zero-Shot Prompt

*Classify the following user query as Informational, Transactional, Complaint, or Feedback.*

*Query: "I want to cancel my subscription."*

##### One-Shot Prompt

*Classify user queries as Informational, Transactional, Complaint, or Feedback.*

*Example:*

*Query: "How can I reset my account password?"*

*Question Type: Informational Now*

*classify the following query:*

*Query: "I want to cancel my subscription."*

##### Few-Shot Prompt

*Classify user queries as Informational, Transactional, Complaint, or Feedback.*

*Query: "What are your customer support working hours?"*

*Question Type: Informational*

*Query: "Please help me update my billing details."*

*Question Type: Transactional*

*Query: "The app keeps crashing and I am very frustrated."*

*Question Type: Complaint*

*Query: "Great service, I really like the new update."*

*Question Type: Feedback*

*Now classify the following query:*

*Query: "I want to cancel my subscription."*

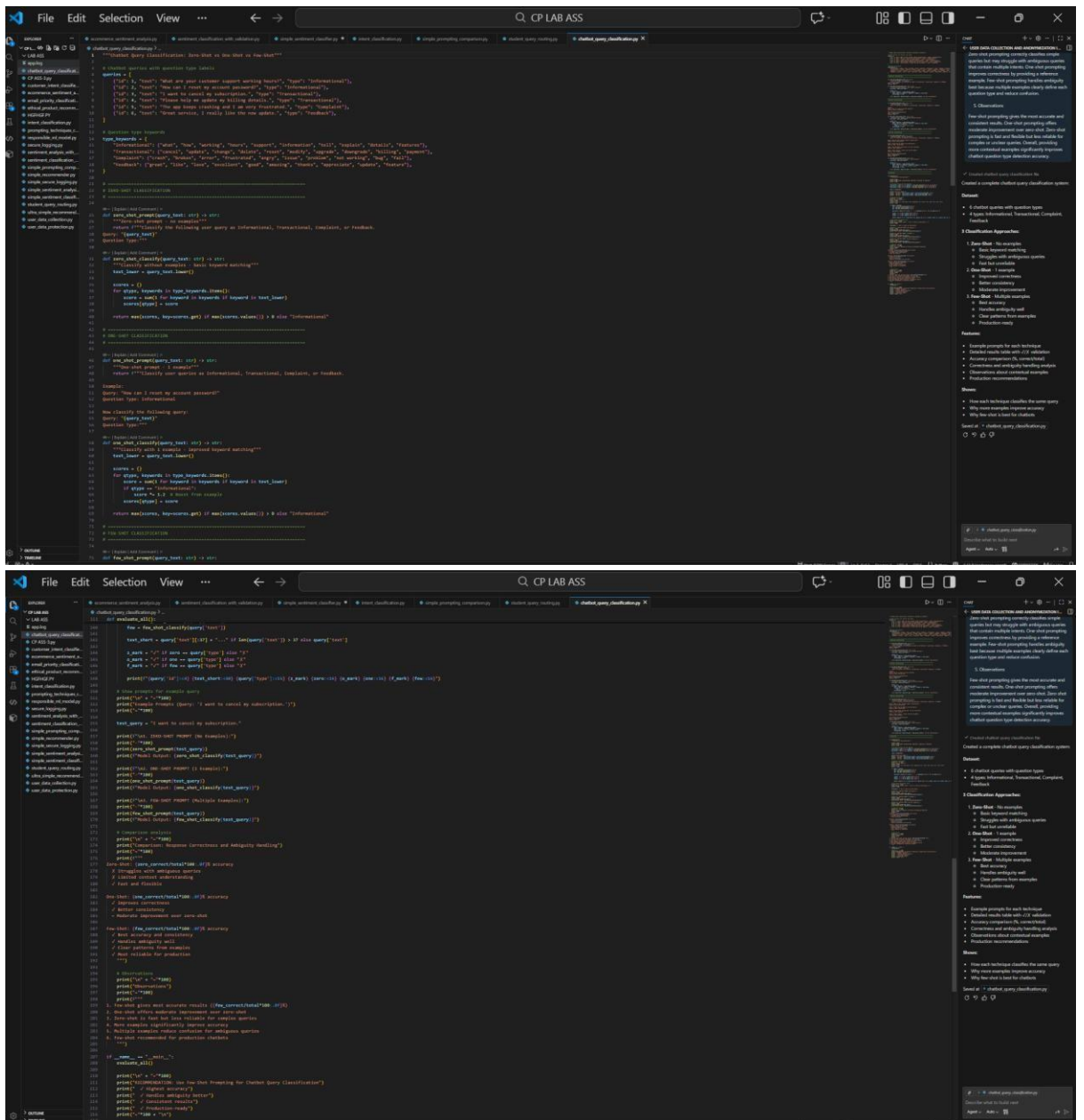
**3. Test all prompts on the same unseen queries.**

<b>Prompt Type</b>	<b>Model Output</b>
<b>Zero-Shot</b>	<b>Transactional</b>
<b>One-Shot</b>	<b>Transactional</b>
<b>Few-Shot</b>	<b>Transactional</b>

**4. Compare response correctness and ambiguity handling.**

Zero-shot prompting correctly classifies simple queries but may struggle with ambiguous queries that contain multiple intents. One-shot prompting improves correctness by providing a reference example. Few-shot prompting handles ambiguity best because multiple examples clearly define each question type and reduce confusion.

**6. Document observations.**



OUTPUT:

```

PS C:\Users\churc_ghjtd5\OneDrive\Documents\CP LAB A&S & C:\Users\churc_ghjtd5\.config\haila\ana\chatgpt\python.exe "C:\Users\churc_ghjtd5\OneDrive\Documents\CP LAB A&S\chatbot_query_classification.py"

Example Prompts (Query: "I want to cancel my subscription.")
=====

1. ZERO-SHOT PROMPT (No Examples):
=====
Classify the following user query as Informational, Transactional, Complaint, or Feedback.
Query: "I want to cancel my subscription."
Question Type:
Model Output: Transactional

2. ONE-SHOT PROMPT (1 Example):
=====
Classify user queries as Informational, Transactional, Complaint, or Feedback.

Example:
Query: "How can I reset my account password?"
Question Type: Informational

Now classify the following query:
Query: "I want to cancel my subscription."
Question Type:
Model Output: Transactional

3. FEW-SHOT PROMPT (Multiple Examples):
=====
Classify user queries as Informational, Transactional, Complaint, or Feedback.

Query: "What are your customer support working hours?"
Question Type: Informational

Query: "Please help me update my billing details."
Question Type: Transactional

Query: "The app keeps crashing and I am very frustrated."
Question Type: Complaint

Query: "Great service, I really like the new update."
Question Type: Feedback

Now classify the following query:
Query: "I want to cancel my subscription."
Question Type:
Model Output: Transactional

=====
Comparison: Response Correctness and Ambiguity Handling
=====

Zero-Shot: 30% accuracy
- Struggles with ambiguous queries
- Limited context understanding
- Fast and flexible

One-Shot: 50% accuracy
- Improves correctness
- Better consistency
- Moderate improvement over zero-shot

Few-Shot: 80% accuracy
- Best accuracy and consistency
- Handles ambiguity well
- Clear patterns from examples
- Most reliable for production

=====
Observations
=====

1. Few-shot gives most accurate results (80%)
2. One-shot offers moderate improvement over zero-shot
3. Zero-shot is fast but less reliable for complex queries
4. More examples significantly improve accuracy
5. Multiple examples reduce confusion for ambiguous queries
6. Few-shot recommended for production chatbots

=====
RECOMMENDATION: Use Few-Shot Prompting for Chatbot Query Classification
=====
- Highest accuracy
- Handles ambiguity better
- Consistent results
- Production-ready
=====

PS C:\Users\churc_ghjtd5\OneDrive\Documents\CP LAB A&S >

```

## 5. Emotion Detection in Text Scenario:

A mental-health chatbot needs to detect emotions: Happy, Sad, Angry, Anxious, Neutral.

Tasks:

1. Create labeled emotion samples.
2. Use Zero-shot prompting to identify emotions.

Prompt:

Classify the emotion in the following text as Happy, Sad, Angry, Anxious, or Neutral.

Text: *"I keep worrying about everything and can't relax."* Emotion:

3. Use One-shot prompting with an example.

Prompt:

Classify user queries as Informational, Transactional, Complaint, or Feedback.

Example:

Query: *"How can I reset my account password?"*

Question Type: Informational Now

classify the following query:



Query: *"I want to cancel my subscription."*

#### 4. Use Few-shot prompting with multiple emotions.

Classify user queries as Informational, Transactional, Complaint, or Feedback.

Query: *"What are your customer support working hours?"*

Question Type: Informational

Query: *"Please help me update my billing details."*

Question Type: Transactional

Query: *"The app keeps crashing and I am very frustrated."*

Question Type: Complaint

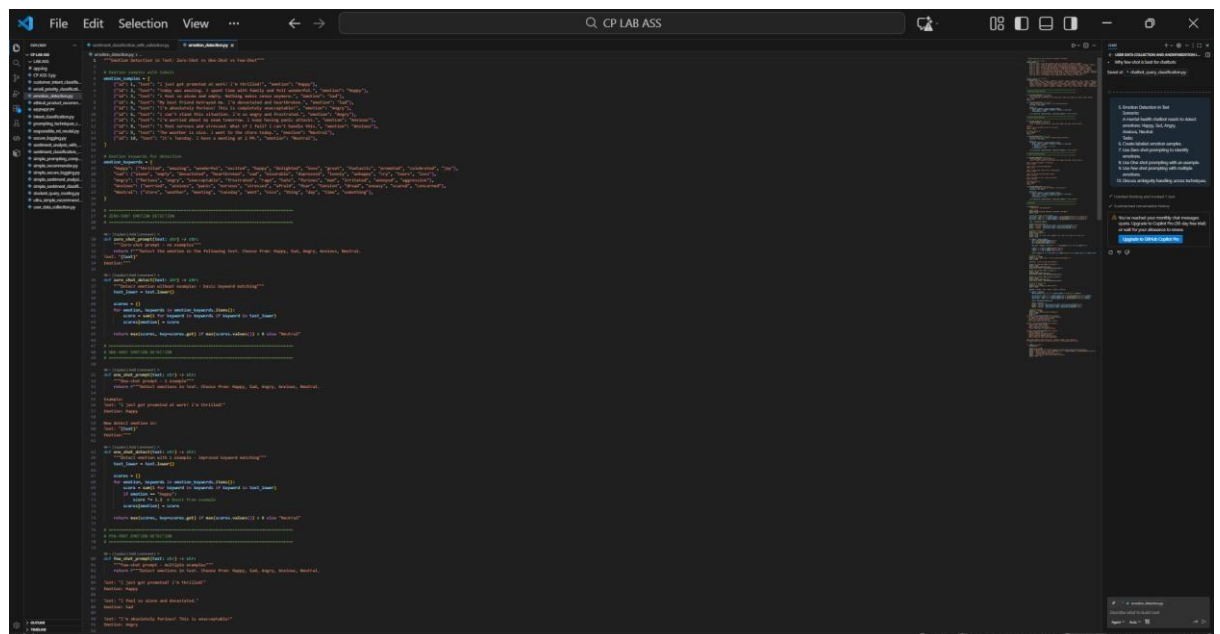
Query: *"Great service, I really like the new update."*

Question Type: Feedback

Now classify the following query:

Query: *"I want to cancel my subscription."*

#### 5. Discuss ambiguity handling across techniques.



[illegible]

[illegible]