# AI\_ASSISTED\_CODING

# ASSIGNMENT 4.5

## 2403A51236-SIRI

## BATCH 11

TEST EMAIL 1: *"I was charged twice for my subscription this month, please check."*

WITH ZERO SHOT AND ONE SHOT TECHNIQUES:

A screenshot of a computer

AI-generated content may be incorrect.

WITH FEW PROMT TECHNIQUE:

A screenshot of a computer

AI-generated content may be incorrect.

TEST EMAIL 2: My credit card was billed but the order didn’t go through. Please fix this."

WITH ZERO SHOT AND ONE SHOT TECHNIQUES:

A screenshot of a computer

AI-generated content may be incorrect.

WITH FEW SHOT:

A screenshot of a computer

AI-generated content may be incorrect.

TEST EMAIL 3: "The desktop app freezes whenever I try to generate a report."

WITH ZERO SHOT AND ONE SHOT TECHNIQUES:

A screenshot of a computer

AI-generated content may be incorrect.

WITH FEW SHOT:

A screen shot of a computer

AI-generated content may be incorrect.

TEST EMAIL 4: "Can you resend the invoice for September? I didn’t get it in my mail."

WITH ZERO SHOT AND ONE SHOT TECHNIQUES:

A screenshot of a chat

AI-generated content may be incorrect.

WITH FEW SHOT:

A computer screen shot of a computer screen

AI-generated content may be incorrect.

TEST EMAIL 5: I am organizing a conference and would like your company to participate as a sponsor."

WITH ZERO SHOT AND ONE SHOT TECHNIQUES:

A screenshot of a computer

AI-generated content may be incorrect.

WITH FEW SHOT:

A screenshot of a computer

AI-generated content may be incorrect.

**Comparison Table**

| **Test Email** | **Zero-shot** | **One-shot** | **Few-shot** | **Correct Category** |
| --- | --- | --- | --- | --- |
| Charged twice for subscription | Billing | Billing | Billing | Billing |
| App freezes on report | Technical Support | Technical Support | Technical Support | Technical Support |
| Resend invoice September | Billing | Billing | Billing | Billing |
| Credit card billed, order failed | Billing | Billing | Billing | Billing |
| Conference sponsorship | Feedback | Others | Others | Others |

**Reflection**

* **Zero-shot Prompting**:
  + Worked well for straightforward financial (Billing) and technical issues.
  + Struggled with nuanced cases like *“Conference sponsorship”*, misclassifying it as *Feedback*.
* **One-shot Prompting**:
  + Gave more stable results.
  + Correctly handled *Others* category because the single labeled example set the context.
  + Still less reliable than Few-shot if the lone example doesn’t cover diverse cases.
* **Few-shot Prompting**:
  + Most effective overall.
  + Multiple examples across all categories improved generalization.
  + Consistently gave correct classifications for all test emails, including the tricky *Others* case.

✅ **Conclusion:** Few-shot prompting was the most effective technique. It provides the LLM with a broader context of how different categories look, improving classification accuracy and reducing ambiguity, especially for “edge-case” emails that don’t clearly belong to Billing, Technical Support, or Feedback.