AI ASSISTED CODING:

ASSIGNMENT-:4.5

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## TASK-1

1. **10 Sample Emails with Categories:**
2. **Email:** "I was charged twice on my credit card for last month’s subscription. Please fix this."  
   **Category:** Billing
3. **Email:** "My app keeps crashing whenever I try to upload a file. Can you help?"  
   **Category:** Technical Support
4. **Email:** "Great job on the new website design! Very easy to navigate."  
   **Category:** Feedback
5. **Email:** "Can you tell me what time your customer service is available?"  
   **Category:** Others
6. **Email:** "I want to update my payment method for the account."  
   **Category:** Billing
7. **Email:** "The software update caused errors in my reports. Need urgent assistance."  
   **Category:** Technical Support
8. **Email:** "I really like the new features added last week, keep up the good work!"  
   **Category:** Feedback
9. **Email:** "Where can I find your return policy information?"  
   **Category:** Others
10. **Email:** "Please refund the extra amount charged on my bill last invoice."  
    **Category:** Billing
11. **Email:** "My device won’t connect to Wi-Fi after the latest update."  
    **Category:** Technical Support

## TASK-2

Classify the following email into one of the following categories: Billing, Technical Support, Feedback, Others.

Email: "<Email Text>"

Example:

pgsql

Copy code

Classify the following email into one of the following categories: Billing, Technical Support, Feedback, Others.

Email: "I haven't received my invoice for last month."

TASK-3

1. **One-shot Prompting**

Prompt template with one labeled example:

Here is an example:

Email: "My internet connection drops frequently, please help."

Category: Technical Support

Now, classify the following email into one of the following categories: Billing, Technical Support, Feedback, Others.

Email: "<Email Text>"

TASK-4

1. **Few-shot Prompting**

Prompt template with 3 labeled examples:

Here are some examples:

Email: "I haven't received my invoice for last month."

Category: Billing

Email: "My internet connection drops frequently, please help."

Category: Technical Support

Email: "Great service, keep up the good work!"

Category: Feedback

Now, classify the following email into one of the following categories: Billing, Technical Support, Feedback, Others.

Email: "<Email Text>"

TASK-5

1. **Evaluation**
2. **Test Emails (5 samples):**

| **ID** | **Email Text** |
| --- | --- |
| A | "Please update my billing information." |
| B | "The app crashes whenever I open it." |
| C | "Thank you for the quick support!" |
| D | "What are your business hours?" |
| E | "How do I change my payment method?" |