AI ASSISTED CODING:

STUDENT NAME: T.Gowri Shankar Reddy

Hall ticketno: 2403A51295

Batchno: 12

DATE OF SUBMISSION :22ND AUGUST

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# TASK 1:

**🔹 Billing**

**Email 1:**  
*Subject: Incorrect Charge on My Account*  
"Hello, I just noticed a charge on my credit card that I don’t recognize. Can you please explain what this charge is for and help me resolve it?"

**Email 2:**  
*Subject: Need Invoice for Last Month*  
"Hi, I need a copy of my invoice for July for accounting purposes. Can you send it over?"

**🔹 Technical Support**

**Email 3:**  
*Subject: App Keeps Crashing*  
"Every time I open the app on my Android phone, it crashes after a few seconds. I've tried reinstalling, but the issue persists."

**Email 4:**  
*Subject: Unable to Login*  
"I forgot my password and when I try to reset it, I don’t receive the reset email. Can someone assist?"

**Email 5:**  
*Subject: Error Code 502*  
"I’m seeing error code 502 when I try to access my dashboard. Please look into this as soon as possible."

**🔹 Feedback**

**Email 6:**  
*Subject: Great Customer Support*  
"I just wanted to say thank you to your support team for helping me out so quickly yesterday. Really appreciate the excellent service!"

**Email 7:**  
*Subject: Suggestion for New Feature*  
"Your service is great, but I think it would be even better if you added a dark mode option to the mobile app."

**🔹 Others**

**Email 8:**  
*Subject: Partnership Inquiry*  
"I represent a digital marketing agency, and we’re interested in discussing potential partnership opportunities with your team."

**Email 9:**  
*Subject: Job Application*  
"Hello, I’m reaching out to apply for any open positions in your customer service department. I’ve attached my resume."

**Email 10:**  
*Subject: Question About Your Company*  
"Can you share more information about your company’s sustainability practices? I’m doing research for a university project

# TASK 2:

**Prompts for 5 test emails:**

1. **Email:** "I can't log into my account even after resetting my password."
2. **Email:** "I was charged twice for the same service."
3. **Email:** "Just wanted to say I love your new website design!"
4. **Email:** "Can you assist with setting up my new router?"
5. **Email:** "I'm writing to inquire about partnership opportunites

# TASK3:

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

Example:

Email: "Where can I find my invoice for last month?"

Category: Billing

Now classify this email:

Email: "I can't log into my account even after resetting my password."

# TASK 4:

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

Examples:

Email: "Where can I find my invoice for last month?"

Category: Billing

Email: "My internet connection is unstable and keeps dropping."

Category: Technical Support

Email: "The support agent was very helpful and resolved my issue quickly."

Category: Feedback

Email: "I'm writing to inquire about partnership opportunities."

Category: Others

Now classify this email:

Email: "I can't log into my account even after resetting my password."

# TASK 5:

To complete the evaluation, we'll compare results of the LLM using each method (zero-shot, one-shot, few-shot) on the 5 test emails.

Let’s assume the **correct categories** for the 5 test emails are:

1. "I can't log into my account even after resetting my password." → **Technical Support**
2. "I was charged twice for the same service." → **Billing**
3. "Just wanted to say I love your new website design!" → **Feedback**
4. "Can you assist with setting up my new router?" → **Technical Support**
5. "I'm writing to inquire about partnership opportunities." → **Others**

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