

Summary Report: Experiment on Extracting Shipping Information from Product Reviews Using GPT

Introduction

In this experiment, GPT-3.5 was used to extract shipping and delivery-related information from product reviews. Three different types of prompts were tested to extract details about shipping, such as delivery time and issues during shipping.

Experiment Setup

Three types of prompts were used for extracting shipping information:

1. General Prompt: Requested general shipping details.
2. Focus on Time and Issues: Focused on delivery time and any shipping problems.
3. Detailed Extraction: Asked for both positive and negative shipping details.

Findings

- General Prompt: This worked well but sometimes missed important details, like shipping problems.
- Focus on Time and Issues: This performed better when shipping details were clear but sometimes generated inaccurate responses when the information was limited.
- Detailed Extraction: Provided the best results, capturing both positive and negative shipping details accurately.

Problems and Learnings

- Hallucination: In reviews with no shipping details, the model sometimes generated information that wasn't there.
- Over-extraction: When there were no shipping issues, the model sometimes extracted irrelevant information.

Conclusion

Using more specific prompts improved the accuracy of extracted shipping information. However, there's a need to refine the prompts to avoid generating inaccurate data when no clear shipping details are available in the reviews.