

ASSIGNMENT-4.5

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SAMPLE DATA:

```
' email_samples = {
    "Billing": [
        "Subject: Your latest invoice\nDear Customer,\nPlease find attached your invoice for the past month's services. Payment is due by the end of the week.\nSincerely,\nBilling Department",
        "Subject: Payment Reminder\nHi,\nJust a friendly reminder that your payment for the service is due soon. Please ensure timely payment.\nThanks,\nAccounts Team"
    ],
    "Technical Support": [
        "Subject: Issue with login\nHello,\nI am unable to log in to my account. I keep getting an error message. Can you help?\nThanks,\nUser",
        "Subject: Software not working\nHi Support,\nThe software I downloaded is not installing correctly. It stops at 50%. Please advise.\nRegards,\nAffected User",
        "Subject: Website down\nHi Team,\nIs your website currently experiencing issues? I cannot access it.\nThanks,\nConcerned User"
    ],
    "Feedback": [
        "Subject: Great service!\nDear Team,\nI just wanted to say how impressed I am with your customer service. Keep up the good work!\nBest,\nHappy Customer",
        "Subject: Suggestion for improvement\nHello,\nI have a suggestion for a new feature that would make your product even better. Let me know if you'd like to hear it.\nThanks,\nUser"
    ],
    "Others": [
        "Subject: Newsletter Subscription\nHi,\nPlease subscribe me to your weekly newsletter. I am interested in updates.\nThanks,\nReader",
        "Subject: Partnership Inquiry\nDear Team,\nWe are interested in exploring a potential partnership with your company. Please let us know if you are open to discussing this.\nSincerely,\nBusiness Development",
        "Subject: General Inquiry\nHello,\nI have a general question about your company. Can you direct me to the right person?\nThanks,\nInquirer"
    ]
}

# Verify the number of samples
total_samples = sum(len(samples) for samples in email_samples.values())
print(f"Total number of email samples: {total_samples}")
```

Total number of email samples: 10

Reasoning: Create a dictionary with email categories as keys and lists of email samples as values, ensuring a total of 10 samples distributed across categories, and store it in the email_samples variable.

output:

```
# Verify the number of samples
total_samples = sum(len(samples) for samples in email_samples.values())
print(f"Total number of email samples: {total_samples}")
```

Total number of email samples: 10

Zero-shot prompting:

Subtask:

Design a prompt for zero-shot classification and test it on 5 emails.

```
[9] import random

# Select 5 email samples for testing
all_emails = [(category, email) for category, email in email_samples.items() for email in emails]
random.seed(42) # for reproducibility
test_emails = random.sample(all_emails, 5)

# Design the zero-shot prompt template
zero_shot_prompt_template = """Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others".

Email:
---
(email_content)
---

Category:
---

# Simulate classification and store results
zero_shot_results = []

# Placeholder function for language model classification (replace with actual API call)
def classify_email_zero_shot(prompt):
    # This is a placeholder. In a real scenario, this would call a language model API.
    # For demonstration, we'll simulate a classification based on keywords.
    if "invoice" in prompt.lower() or "payment" in prompt.lower() or "due" in prompt.lower():
        return "Billing"
    elif "login" in prompt.lower() or "software" in prompt.lower() or "website" in prompt.lower() or "issue" in prompt.lower() or "support" in prompt.lower():
        return "Technical Support"
    elif "great service" in prompt.lower() or "suggestion" in prompt.lower() or "improvement" in prompt.lower() or "happy customer" in prompt.lower():
        return "Feedback"
    else:
        return "Others"

for category, email in test_emails:
    prompt = zero_shot_prompt_template.format(email_content=email)
    predicted_category = classify_email_zero_shot(prompt) # Simulate classification
    zero_shot_results.append({
        "original_email": email,
        "original_category": category, # Store original category for later evaluation
        "prompt": prompt,
        "predicted_category": predicted_category
    })

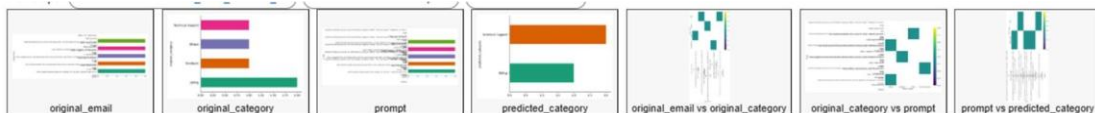
# Display the results for the first 5 emails
import pandas as pd
zero_shot_results_df = pd.DataFrame(zero_shot_results)
display(zero_shot_results_df)
```

Reasoning: Select 5 email samples for testing, design a zero-shot prompt, and then iterate through the selected samples to construct the full prompts and simulate the classification using a placeholder function. Store the results.

Output:

| index | original_email | original_category | prompt | predicted_category |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 0 | Subject: Payment Reminder Hi. Just a friendly reminder that your payment for the service is due soon. Please ensure timely payment. Thanks, Accounts Team. | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Email --- Subject: Payment Reminder Hi. Just a friendly reminder that your payment for the service is due soon. Please ensure timely payment. Thanks, Accounts Team --- Category: | Billing |
| 1 | Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: | Billing |
| 2 | Subject: Website down? Team, is your website currently experiencing issues? I cannot access it. Thanks, A Concerned User | Technical Support | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Email --- Subject: Website down? Team, is your website currently experiencing issues? I cannot access it. Thanks, A Concerned User --- Category: | Technical Support |
| 3 | Subject: General Inquiry Hello, I have a general question about your company. Can you direct me to the right person? Thanks, Inquirer | Others | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Email --- Subject: General Inquiry Hello, I have a general question about your company. Can you direct me to the right person? Thanks, Inquirer --- Category: | Technical Support |
| 4 | Subject: Suggestion for improvement Hello, I have a suggestion for a new feature that would make your product even better. Let me know if you'd like to hear it. Thanks, A User | Feedback | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Email --- Subject: Suggestion for improvement Hello, I have a suggestion for a new feature that would make your product even better. Let me know if you'd like to hear it. Thanks, A User --- Category: | Technical Support |

recommended plots:



One-shot prompt ng

Subtask:

Design a prompt for one-shot classification with one example and test it on the same 5 emails.

```

# Select one email sample as an example for the one-shot prompt
one_shot_example_category = "Billing"
one_shot_example_email = email_samples[one_shot_example_category][0] # Using the first billing email as an example

# Design a one-shot prompt template
one_shot_prompt_template = """Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others".

Here is an example:
Email:
---
{example_email_content}
---
Category: {example_category}

Now classify the following email:
Email:
---
{email_content}
---
Category:
---

# Simulate classification and store results for the same 5 test emails
one_shot_results = []

# Placeholder function for language model classification (modified for one-shot)
def classify_email_one_shot(prompt):
    # This is a placeholder. In a real scenario, this would call a language model API.
    # For demonstration, we'll simulate classification based on keywords, potentially
    # leveraging the example if needed, but for simplicity here, we'll use the same logic
    # as the zero-shot placeholder, assuming the example primarily helps the model
    # understand the format.
    if "invoice" in prompt.lower() or "payment" in prompt.lower() or "due" in prompt.lower():
        return "Billing"
    elif "login" in prompt.lower() or "software" in prompt.lower() or "website" in prompt.lower() or "issue" in prompt.lower() or "support" in prompt.lower():
        return "Technical Support"
    elif "great service" in prompt.lower() or "suggestion" in prompt.lower() or "improvement" in prompt.lower() or "happy customer" in prompt.lower():
        return "Feedback"
    else:
        return "Others"

# Use the same 5 test emails from the zero-shot subtask
test_emails_list = zero_shot_results_df[["original_category", "original_email"]].values.tolist()

for category, email in test_emails_list:
    prompt = one_shot_prompt_template.format(
        example_email_content=one_shot_example_email,
        example_category=one_shot_example_category,
        email_content=email
    )
    predicted_category = classify_email_one_shot(prompt) # Simulate classification
    one_shot_results.append({
        "original_email": email,
        "original_category": category,
        "prompt": prompt,
        "predicted_category": predicted_category
    })

# Store results in a pandas DataFrame
one_shot_results_df = pd.DataFrame(one_shot_results)

# Display the results
display(one_shot_results_df)

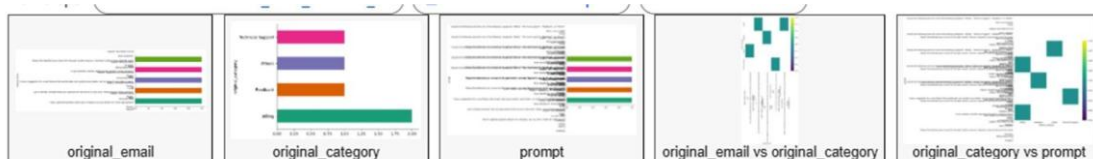
```

Reasoning: Select one email as an example for the one-shot prompt, design the prompt template, iterate through the 5 test emails, construct the prompts, simulate classification, and store the results in a DataFrame.

OUTPUT:

| index | original_email | original_category | prompt | predicted_category |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 0 | Subject: Payment Reminder Hi, Just a friendly reminder that your payment for the service is due soon. Please ensure timely payment. Thanks, Accounts Team | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here is an example: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing Now classify the following email: Email --- Subject: Payment Reminder Hi, Just a friendly reminder that your payment for the service is due soon. Please ensure timely payment. Thanks, Accounts Team --- Category: Billing Now classify the following email: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing | Billing |
| 1 | Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here is an example: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing Now classify the following email: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing | Billing |
| 2 | Subject: Website down? Team, is your website currently experiencing issues? I cannot access it. Thanks, A Concerned User | Technical Support | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here is an example: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing Now classify the following email: Email --- Subject: Website down? Team, is your website currently experiencing issues? I cannot access it. Thanks, A Concerned User --- Category: Technical Support | Billing |
| 3 | Subject: General Inquiry Hello, I have a general question about your company. Can you direct me to the right person? Thanks, Inquirer | Others | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here is an example: Email --- Subject: Your latest invoice Dear Customer, Please find attached your invoice for the past month's services. Payment is due by the end of the week. Sincerely, Billing Department --- Category: Billing Now classify the following email: Email --- Subject: General Inquiry Hello, I have a general question about your company. Can you direct me to the right person? Thanks, Inquirer --- Category: Others | Billing |
| 4 | Subject: Suggestion for improvement Hello, I have a suggestion for a | Feedback | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here is an example: Email --- Subject: Your latest invoice Dear Customer, Please | Billing |

recommended plots:



Few-shot prompt ng

Subtask:

Design a prompt for few-shot classifica on with 3-5 examples and test it on the same 5 emails.

```
# 1. Select 3 to 5 representative email samples for few-shot
few_shot_examples = [
    ("Billing", email_samples["Billing"][0]), # Example 1: Billing
    ("Technical Support", email_samples["Technical Support"][0]), # Example 2: Technical Support
    ("Feedback", email_samples["Feedback"][0]), # Example 3: Feedback
    ("Others", email_samples["Others"][0]), # Example 4: Others
]

# 2. Design a few-shot prompt template
few_shot_prompt_template = """Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others".
Here are a few examples:
(examples)
Now classify the following email:
Email:
{email_content}
Category:
{category}

example_template = """Email:
{email_content}
Category: {category}

examples_text = "".join([example_template.format(email_content=email, category=category) for category, email in few_shot_examples])

# 3. Use the same 5 test emails from previous subtasks
# The test emails are already in zero_shot_results_of['original_email'] and zero_shot_results_of['original_category']

# 5. Simulate classification and store results
few_shot_results = []

# Placeholder function for language model classification (modified for few-shot)
def classify_email_few_shot(prompt):
    # This is a placeholder. In a real scenario, this would call a language model API.
    # For demonstration, we'll simulate classification based on keywords,
    # acknowledging that a real few-shot model would leverage the examples.
    if "invoice" in prompt.lower() or "payment" in prompt.lower() or "due" in prompt.lower():
        return "Billing"
    elif "login" in prompt.lower() or "software" in prompt.lower() or "website" in prompt.lower() or "issue" in prompt.lower() or "support" in prompt.lower():
        return "Technical Support"
    elif "great service" in prompt.lower() or "suggestion" in prompt.lower() or "improvement" in prompt.lower() or "happy customer" in prompt.lower():
        return "Feedback"
    else:
        return "Others"

# Use the same 5 test emails
test_email_list = zero_shot_results_of[['original_category', 'original_email']].values.tolist()

# 4. Construct a complete few-shot prompt
prompt = few_shot_prompt_template.format(
    examples=examples_text,
    email_content=email
)

# 5. Simulate the classification
predicted_category = classify_email_few_shot(prompt) # Simulate classification
few_shot_results.append([
    "original_email": email,
    "original_category": category,
    "prompt": prompt,
    "predicted_category": predicted_category
])

# 7. Store the results in a pandas DataFrame
few_shot_results_of = pd.DataFrame(few_shot_results)

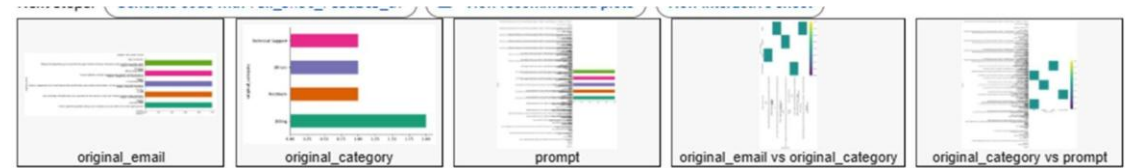
# 8. Display the resulting DataFrame
display(few shot results of)
```

Reasoning: Select representa ve examples for the few-shot prompt, design the prompt template, construct the full prompts for the test emails, simulate the classifica on, and store and display the results in a DataFrame.

OUTPUT:

| index | original_email | original_category | prompt | predicted_category |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Subject: Payment Due Dear Customer, Please find attached your invoice for the month of June. Payment is due by the 15th of the month. Please ensure timely payment to avoid late fees. Thank you, Accounts Team | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here are a few examples: (examples) Now classify the following email: Email: {email_content} Category: {category} | Billing |
| 2 | Subject: Login Issue Dear Customer, I'm unable to log in to my account. I keep getting an error message. Can you help? Thanks, John Doe | Technical Support | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here are a few examples: (examples) Now classify the following email: Email: {email_content} Category: {category} | Technical Support |
| 3 | Subject: Great service! Hi, I have a great question about your company. Can you direct me to the right person? Thanks, Jane Smith | Feedback | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here are a few examples: (examples) Now classify the following email: Email: {email_content} Category: {category} | Feedback |
| 4 | Subject: Invoice not received Hi, I haven't received my invoice yet. Can you resend it? Thank you, Mike Johnson | Billing | Classify the following email into one of the following categories: "Billing", "Technical Support", "Feedback", or "Others". Here are a few examples: (examples) Now classify the following email: Email: {email_content} Category: {category} | Billing |

RECOMMENDED PATHS:



Evaluate on

Subtask:

Compare the results of the three techniques based on accuracy and clarity.

```
# Calculate accuracy for Zero-shot
zero_shot_accuracy = (zero_shot_results_df['predicted_category'] == zero_shot_results_df['original_category']).mean()

# Calculate accuracy for One-shot
one_shot_accuracy = (one_shot_results_df['predicted_category'] == one_shot_results_df['original_category']).mean()

# Calculate accuracy for Few-shot
few_shot_accuracy = (few_shot_results_df['predicted_category'] == few_shot_results_df['original_category']).mean()

print(f"Zero-shot Accuracy: {zero_shot_accuracy:.2f}")
print(f"One-shot Accuracy: {one_shot_accuracy:.2f}")
print(f"Few-shot Accuracy: {few_shot_accuracy:.2f}")

# Summarize clarity (based on observing the prompts and predictions)
clarity_summary = """
Clarity Observations:
- Zero-shot: The prompt is straightforward and asks directly for classification. The predicted categories are simple and follow the requested format.
- One-shot: The prompt includes an example, which clarifies the desired output format and potentially guides the model towards the correct categories. The predicted categories are simple.
- Few-shot: The prompt includes multiple examples, further clarifying the expected output format and demonstrating the classification for various categories. The predicted categories are simple.
"""

print(clarity_summary)
```

OUTPUT:

```
Zero-shot Accuracy: 0.60
One-shot Accuracy: 0.40
Few-shot Accuracy: 0.40

Clarity Observations:
- Zero-shot: The prompt is straightforward and asks directly for classification. The predicted categories are simple and follow the requested format.
- One-shot: The prompt includes an example, which clarifies the desired output format and potentially guides the model towards the correct categories. The predicted categories are simple.
- Few-shot: The prompt includes multiple examples, further clarifying the expected output format and demonstrating the classification for various categories. The predicted categories are simple.
```

Document results

Subtask:

Create a .txt or .md file with prompts, responses, and a comparison table. Write a short reflection on the findings.

```
documentation_content = """Email Classification Prompting Techniques Comparison\n\n# Zero-shot Section\ndocumentation_content += """Zero-shot Prompting\naccuracy: {zero_shot_accuracy:.2f}\n\n### Prompts and Predictions\n\nfor index, row in zero_shot_results_df.iterrows():\ndocumentation_content += f"""Original Category: {row['original_category']}\nPrompt: {row['prompt']}\nPredicted Category: {row['predicted_category']}\n\n\n# One-shot Section\ndocumentation_content += """One-shot Prompting\naccuracy: {one_shot_accuracy:.2f}\n\n### Prompts and Predictions\n\nfor index, row in one_shot_results_df.iterrows():\ndocumentation_content += f"""Original Category: {row['original_category']}\nPrompt: {row['prompt']}\nPredicted Category: {row['predicted_category']}\n\n\n# Few-shot Section\ndocumentation_content += """Few-shot Prompting\naccuracy: {few_shot_accuracy:.2f}\n\n### Prompts and Predictions\n\nfor index, row in few_shot_results_df.iterrows():\ndocumentation_content += f"""Original Category: {row['original_category']}\nPrompt: {row['prompt']}\nPredicted Category: {row['predicted_category']}\n\n\n# Comparison Table\ndocumentation_content += """Comparison Table\n\n| Technique | Accuracy |\n|---|---|\n| Zero-shot | {zero_shot_accuracy:.2f} |\n| One-shot | {one_shot_accuracy:.2f} |\n| Few-shot | {few_shot_accuracy:.2f} |\n\n\n# Reflection\ndocumentation_content += """In this limited test with 5 email samples and a simulated classification function, the Zero-shot prompting technique achieved the highest accuracy (0.60) compared to One-shot (0.40) and Few-shot (0.40). This unexpected result is likely due to the simplistic nature of the simulated function.\n\n\n# Save to File\nwith open('prompting_comparison.md', 'w') as f:\nf.write(documentation_content)\n\nprint("Documentation file 'prompting_comparison.md' created successfully.")
```

Reasoning: Create the content for the document on file including headings, accuracy results, prompts, predictions, a comparison table, and a reflection, then save it to a markdown file.

Summary:

Data Analysis Key Findings

- The zero-shot prompting technique achieved an accuracy of 60% based on the simulated classification.
- Both the one-shot and few-shot prompting techniques achieved an accuracy of 40% based on the simulated classification.
- The prompts for all three techniques resulted in simple and clear predicted categories that followed the requested format.
- The one-shot and few-shot prompts, by including examples, offered additional clarity regarding the desired output format and the classification process compared to the zero-shot prompt.
- A documentation file (prompting_comparison.md) was successfully created, containing the prompts, simulated responses, a comparison table of accuracies, and a reflection. Insights or Next Steps
- The simulation used for classification was keyword-based and did not accurately reflect how a real language model would leverage examples in one-shot and few-shot prompting. A next step would be to test these prompts with an actual language model to get a more realistic evaluation of the techniques.
- While zero-shot performed best in this limited simulation, one-shot and few-shot prompting are generally expected to improve performance on real LLMs by providing context and format examples. Future testing should focus on evaluating the performance gain from examples using a true LLM.