**Tag Book v1.3 (Politeness, multi-label)**

**Coding steps**

1. Read the reply in reply\_text.
2. Check in this order: Refusal -> Apology -> Empathy/Gratitude -> Positive Flex -> Mitigation/Hedge -> General.
3. Apply all tags that truly fit.
4. If none fit, use T06\_GeneralAnswer.
5. Ignore quoted customer text unless the agent adopts it.
6. Keep brands masked (Chatbot A/B).
7. Negation guard: “not/never/no” within 3 words before “sorry/apologize/regret” cancels T02.

**T01\_EmpathyGratitude**  
Rule Shows understanding or appreciation toward the user.  
Include when we/I understand, we/I know this is, I get/see/hear, thank you for your patience/details, we appreciate, we are here to help.  
Borderline “Thanks for contacting us” alone is not T01.  
Example “We understand delays are frustrating. Thanks for your patience.”

**T02\_Apology**  
Rule Expresses regret or apology (not negated).  
Include when sorry, we apologize/our apologies, we regret, sorry to hear.  
Exclude “I’m not sorry about this policy.”  
Example “Sorry for the delay—we should have updated you sooner.”

**T03\_PositiveFlex**  
Rule Shows willingness or concrete agency to help.  
Include when let me check/arrange, I/We will update/confirm/review/verify, we can issue a refund/send a replacement, I’ll help you return it, expedite/fast-track/prioritize, guide you through, provide a label, arrange pickup, process a refund.  
Borderline Pure instructions with no agent action are not T03.

**T04\_MitigationHedge**  
Rule Softens or qualifies or deflects to self-serve.  
Include when maybe/might/may/could/usually/typically/generally/likely, it seems/looks/appears, unfortunately, at this time/for now/in most cases/should be able to, conditional UI like “If available you’ll see it at checkout,” deflection like “please check the website/Help Center/Your Orders,” try again later, subject to availability, imperative UI + self-service location (open/select/click/tap -> Your Orders/Help Center/etc.).  
Co-tag If the reply also commits to action (“I’ll update you”), add T03 as well.

**T05\_RefusalMinus**  
Rule Denies or states inability due to policy or constraints.  
Include when can’t/cannot/unable, not allowed, won’t be able to, policy prohibits/does not allow, not eligible/outside return window, cannot accept/process/change/refund/cancel.  
Example “We can’t cancel after dispatch due to carrier policy.”  
Co-tags Add T02 if apologizing; add T04 if hedging (“unfortunately”).

**T06\_GeneralAnswer**  
Rule Informational or procedural with none of T01 to T05.  
Include when neutral facts, timelines, or steps without empathy/apology/agency/hedge/refusal.  
Prefer T04 over T06 when conditional or deflective phrasing is present.

**Minimal pairs**  
“We understand this is frustrating.” -> T01  
“Sorry for the delay.” -> T02  
“I’ll check now and update you.” -> T03  
“If the option is available, you’ll see it at checkout.” -> T04  
“We can’t cancel after dispatch.” -> T05  
“Open Your Orders and select the item.” -> T06

Label Studio config explained  
shows the reply.  
lets you select more than one label.  
Available labels T01\_EmpathyGratitude T02\_Apology T03\_PositiveFlex T04\_MitigationHedge T05\_RefusalMinus T06\_GeneralAnswer.