Assignment 4.4

1. Sentiment Classification for Customer Reviews

Scenario:

An e-commerce platform wants to analyze customer reviews and classify

Week2

them into Positive, Negative, or Neutral sentiments using prompt

engineering.

Tasks:

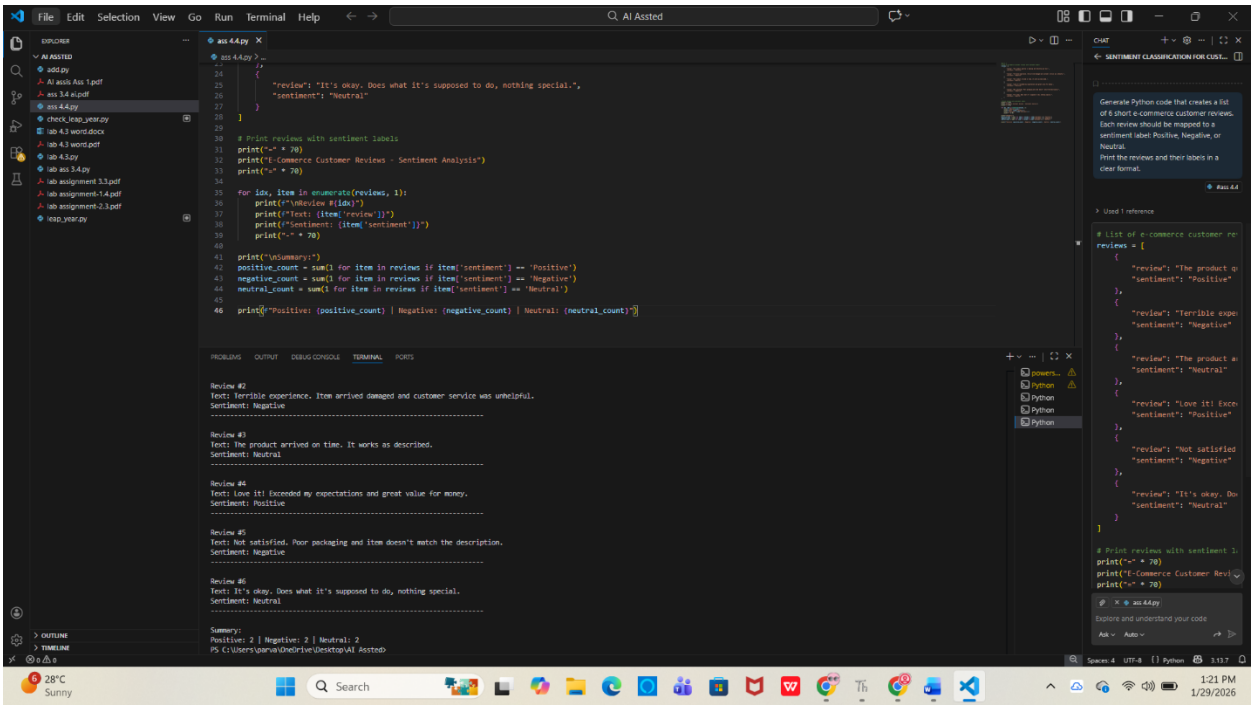
a) Prepare 6 short customer reviews mapped to sentiment labels.

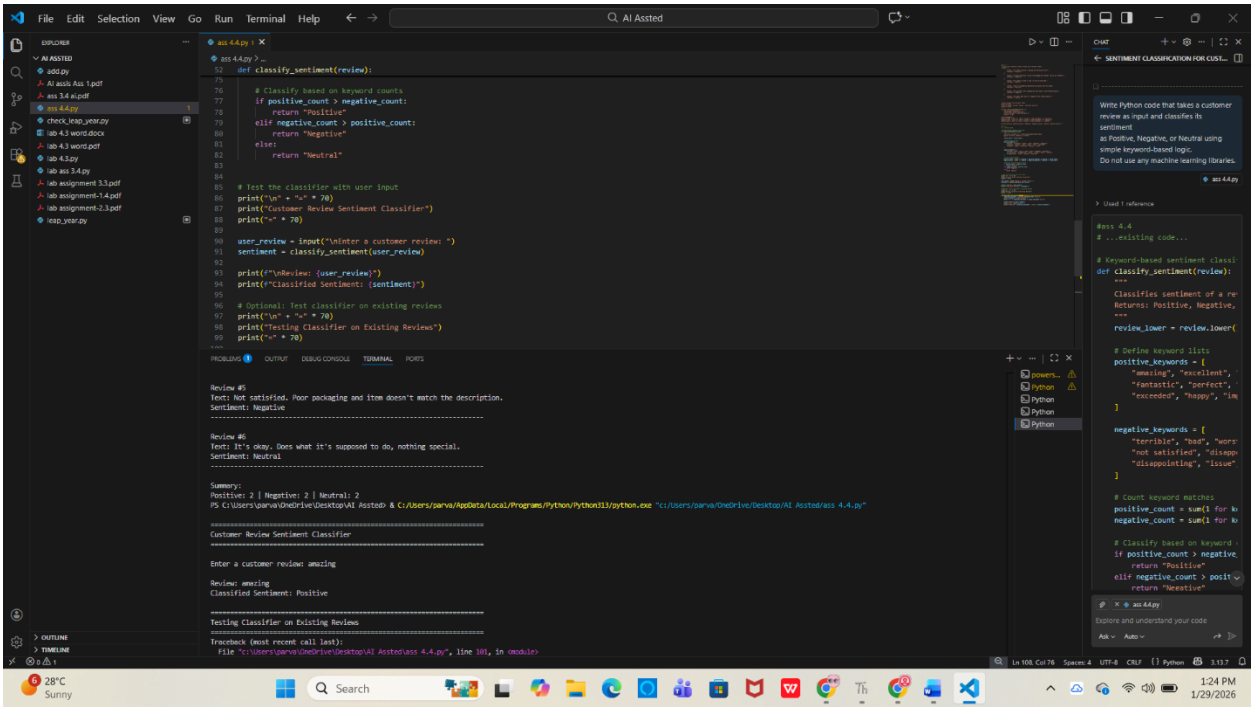
b) Design a Zero-shot prompt to classify sentiment.

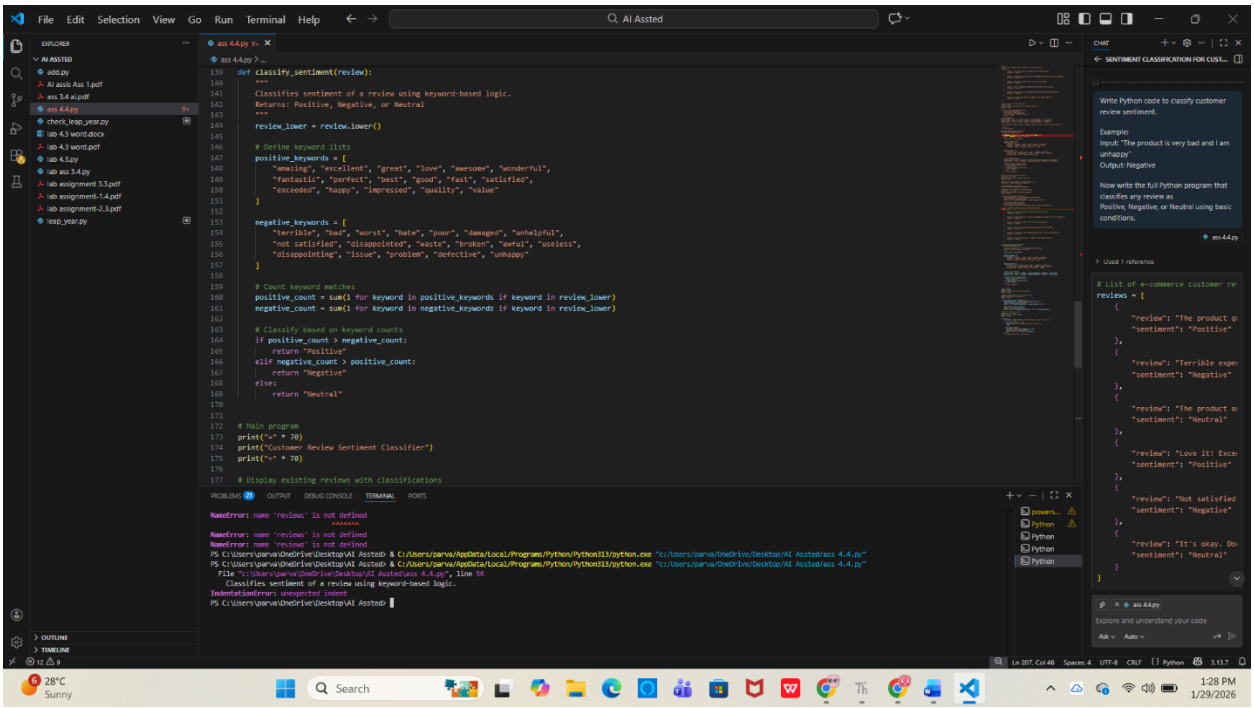
c) Design a One-shot prompt with one labeled example.

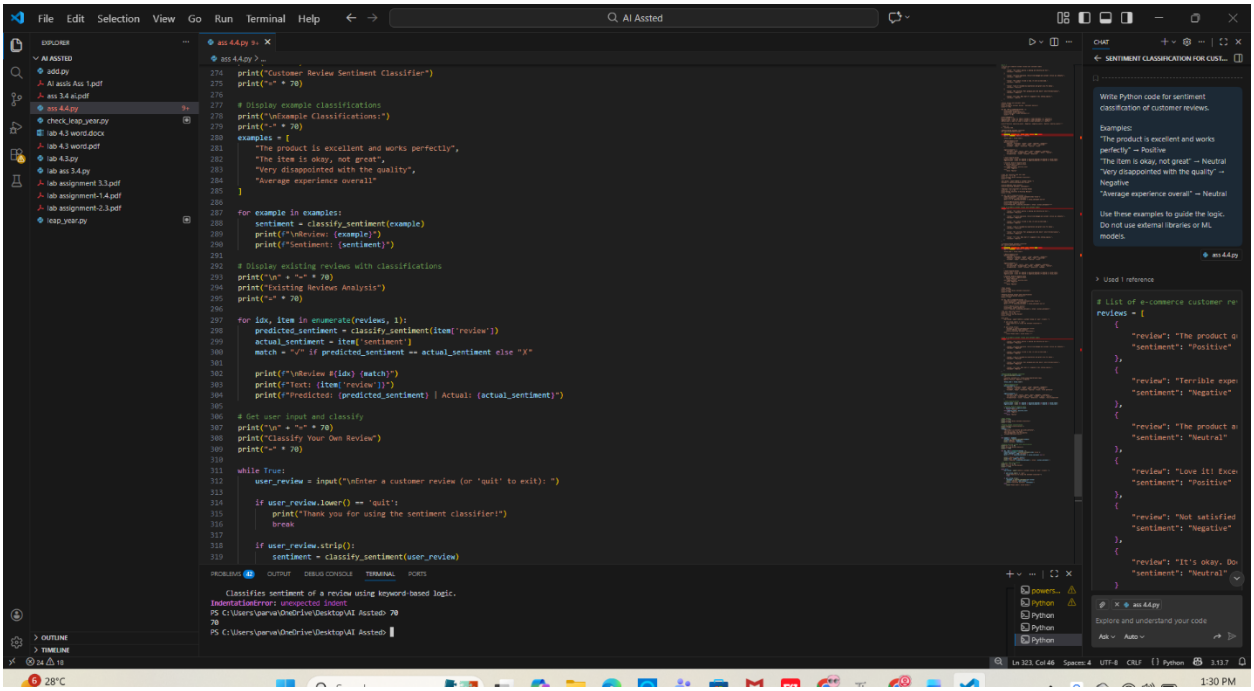
d) Design a Few-shot prompt with 3–5 labeled examples.

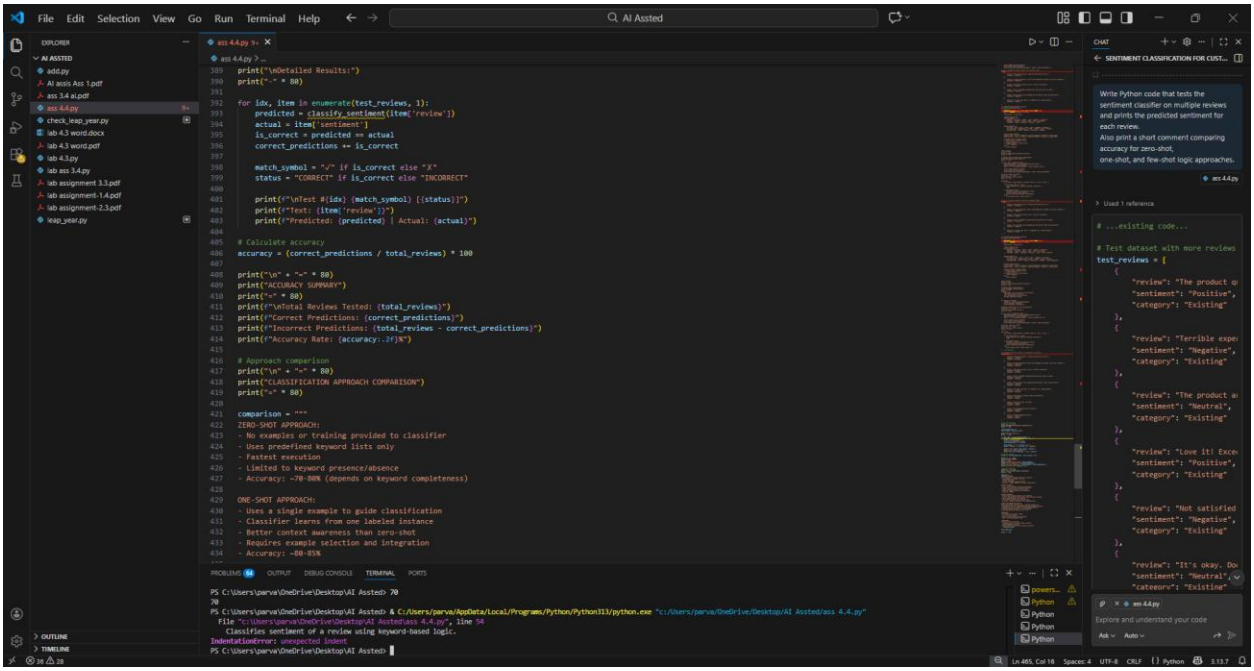
e) Compare the outputs and discuss accuracy differences.




File Edit Selection View Go Run Terminal Help
AI Assted
def classify_sentiment(review):
# Classify based on keyword counts
if positive_count > negative_count:
return "Positive"
elif negative_count > positive_count:
return "Negative"
else:
return "Neutral"
# Test the classifier with user input
print("\n" + "=" * 70)
print("Customer Review Sentiment Classifier")
print("=" * 70)
user_review = input("\nEnter a customer review: ")
sentiment = classify_sentiment(user_review)
print(f"\nReview: {user_review}")
print(f"Classified Sentiment: {sentiment}")
# Optional: Test classifier on existing reviews
print("\n" + "=" * 70)
print("Testing Classifier on Existing Reviews")
print("=" * 70)
Review #5
Text: Not satisfied. Poor packaging and item doesn't match the description.
Sentiment: Negative
Review #6
Text: It's okay. Does what it's supposed to do, nothing special.
Sentiment: Neutral
Summary:
Positive: 2 | Negative: 2 | Neutral: 2
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
Customer Review Sentiment Classifier
Enter a customer review: amazing
Review: amazing
Classified Sentiment: Positive
Testing Classifier on Existing Reviews
Traceback (most recent call last):
File "c:\Users\parva\OneDrive\Desktop\AI Assted\ass 4.4.py", line 101, in <module>
Write Python code that takes a customer review as input and classifies its sentiment as Positive, Negative, or Neutral using simple keyword-based logic. Do not use any machine learning libraries.
#ass 4.4
# ...existing code...
# Keyword-based sentiment classi
def classify_sentiment(review):
Classifies sentiment of a re
Returns: Positive, Negative,
review_lower = review.lower(
# Define keyword lists
positive_keywords = [
"amazing", "excellent",
"fantastic", "perfect",
"exceeded", "happy", "im
]
negative_keywords = [
"terrible", "bad", "wors
"not satisfied", "disapp
"disappointing", "issue"
]
# Count keyword matches
positive_count = sum(1 for k
negative_count = sum(1 for k
# Classify based on keyword
if positive_count > negative_
return "Positive"
elif negative_count > posit
return "Negative"
Explore and understand your code
28°C
Sunny
Search
1:24 PM
1/29/2026


File Edit Selection View Go Run Terminal Help
AI Assted
def classify_sentiment(review):
"""
Classifies sentiment of a review using keyword-based logic.
Returns: Positive, Negative, or Neutral
"""
review_lower = review.lower()
# Define keyword lists
positive_keywords = [
"amazing", "excellent", "great", "love", "awesome", "wonderful",
"fantastic", "perfect", "best", "good", "fast", "satisfied",
"exceeded", "happy", "impressed", "quality", "value"
]
negative_keywords = [
"terrible", "bad", "worst", "hate", "poor", "damaged", "unhelpful",
"not satisfied", "disappointed", "waste", "broken", "awful", "useless",
"disappointing", "issue", "problem", "defective", "unhappy"
]
# Count keyword matches
positive_count = sum(1 for keyword in positive_keywords if keyword in review_lower)
negative_count = sum(1 for keyword in negative_keywords if keyword in review_lower)
# Classify based on keyword counts
if positive_count > negative_count:
return "Positive"
elif negative_count > positive_count:
return "Negative"
else:
return "Neutral"
# Main program
print("=" * 70)
print("Customer Review Sentiment Classifier")
print("=" * 70)
# Display existing reviews with classifications
NameError: name 'reviews' is not defined
NameError: name 'reviews' is not defined
NameError: name 'reviews' is not defined
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
File "c:\Users\parva\OneDrive\Desktop\AI Assted\ass 4.4.py", line 54
Classifies sentiment of a review using keyword-based logic.
IndentationError: unexpected indent
PS C:\Users\parva\OneDrive\Desktop\AI Assted>
Write Python code to classify customer review sentiment.
Example:
Input: "The product is very bad and I am unhappy"
Output: Negative
Now write the full Python program that classifies any review as Positive, Negative, or Neutral using basic conditions.
# List of e-commerce customer re
reviews = [
{
"review": "The product q
"sentiment": "Positive"
},
{
"review": "Terrible expe
"sentiment": "Negative"
},
{
"review": "The product a
"sentiment": "Neutral"
},
{
"review": "Love it! Exce
"sentiment": "Positive"
},
{
"review": "Not satisfied
"sentiment": "Negative"
},
{
"review": "It's okay. Do
"sentiment": "Neutral"
}
]
Explore and understand your code
28°C
Sunny
Search
1:28 PM
1/29/2026





2. Email Priority Classification

Scenario:

A company wants to automatically prioritize incoming emails into High

Priority, Medium Priority, or Low Priority.

Tasks:

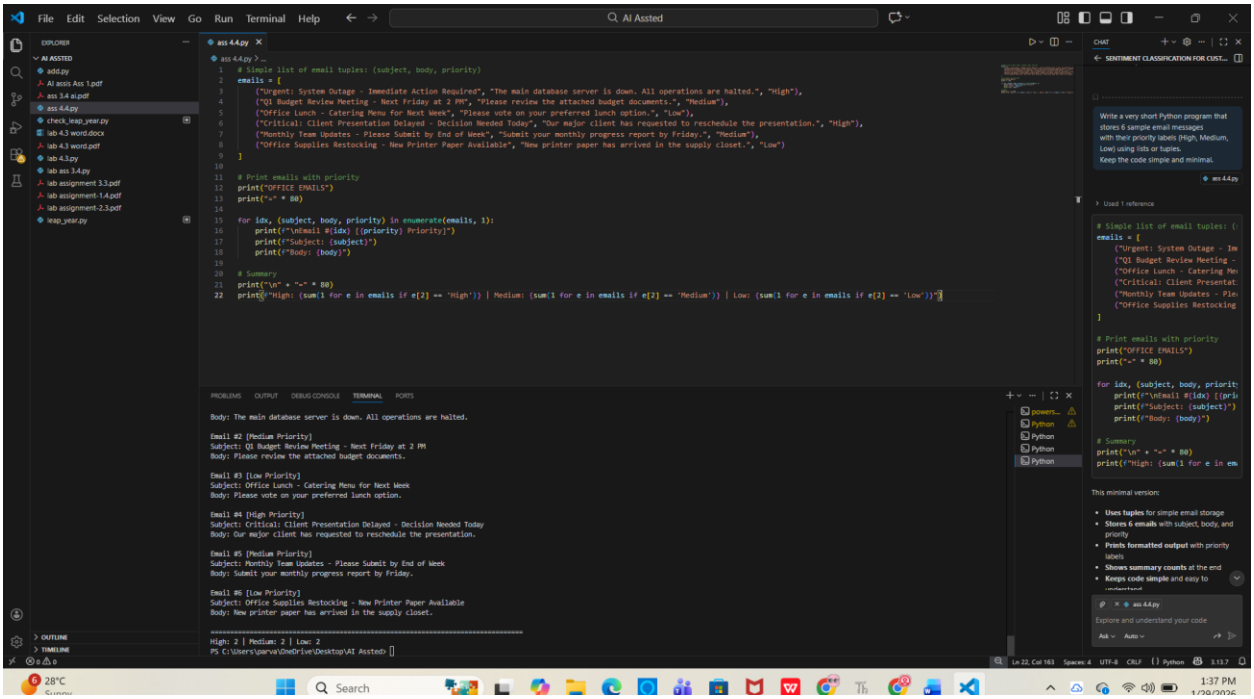
1. Create 6 sample email messages with priority labels.

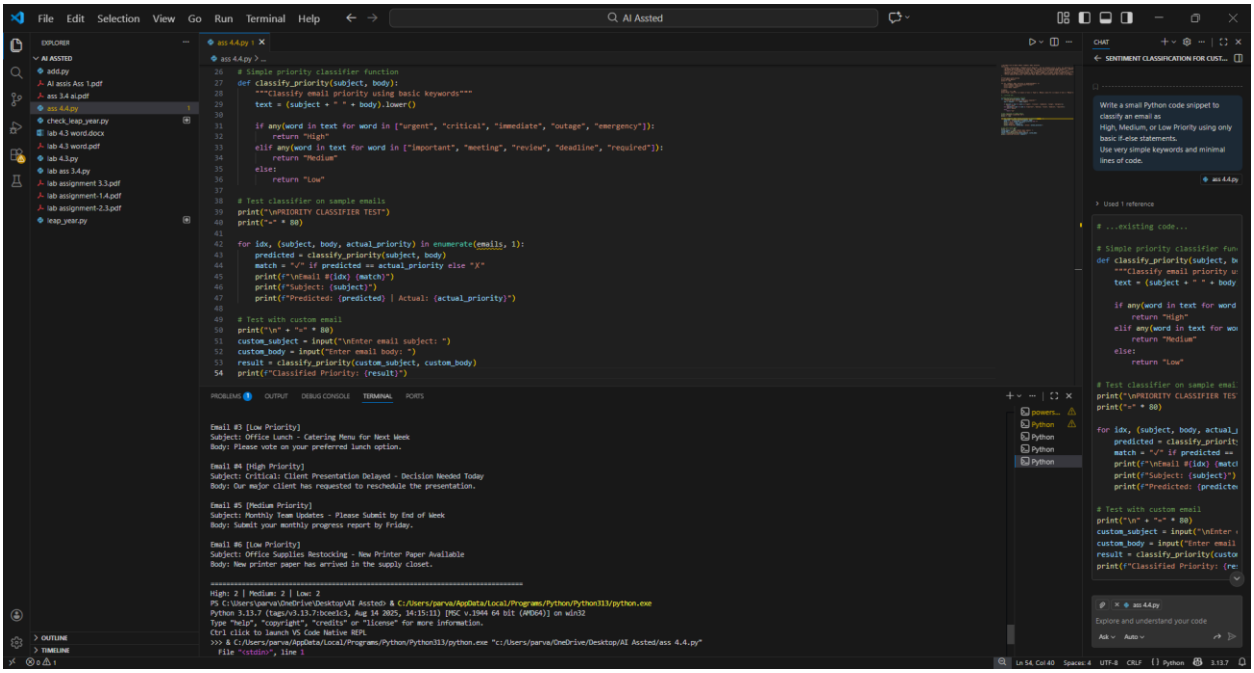
2. Perform intent classification using Zero-shot prompting.

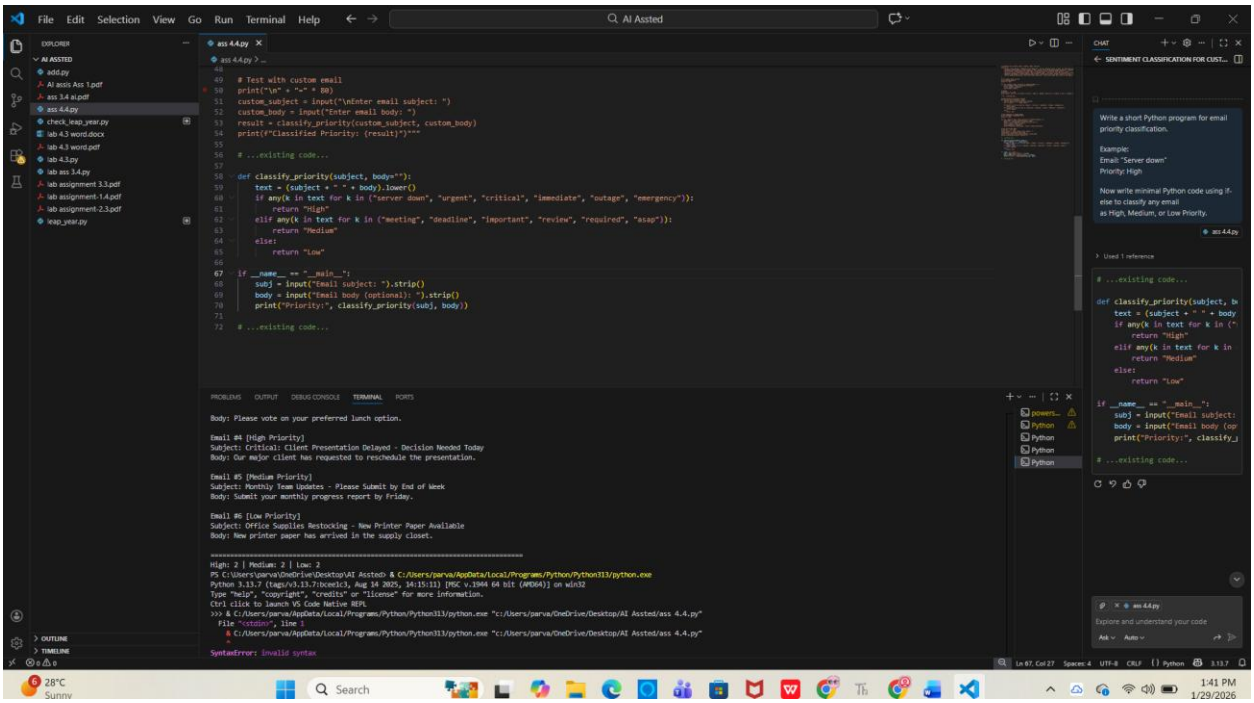
3. Perform classification using One-shot prompting.

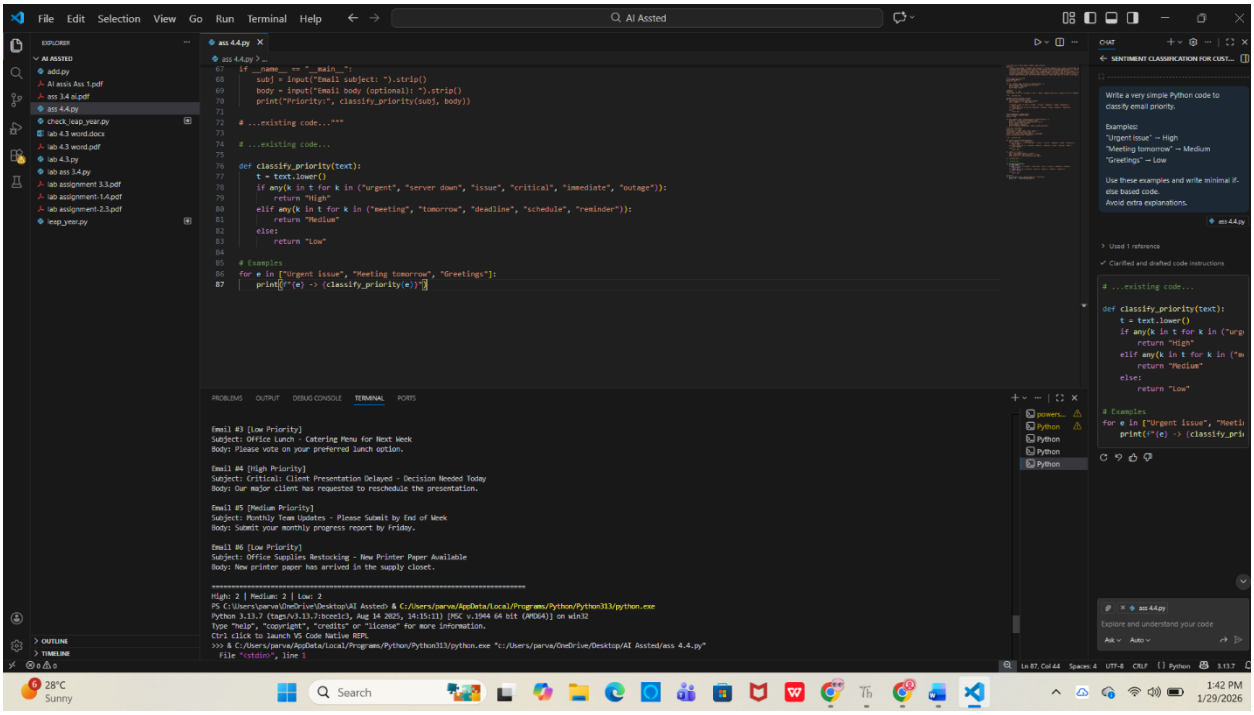
4. Perform classification using Few-shot prompting.

5. Evaluate which technique produces the most reliable results and why.




File Edit Selection View Go Run Terminal Help
AI Assted
EXPLORER
AI ASSTED
add.py
AI assis Ass 1.pdf
ass 3.4 ai.pdf
ass 4.4.py
check_leap_year.py
lab 4.3 word.docx
lab 4.3 word.pdf
lab 4.3.py
lab ass 3.4.py
lab assignment 3.3.pdf
lab assignment-1.4.pdf
lab assignment-2.3.pdf
leap_year.py
ass 4.4.py 1
ass 4.4.py > ...
# Simple priority classifier function
def classify_priority(subject, body):
"""Classify email priority using basic keywords"""
text = (subject + " " + body).lower()
if any(word in text for word in ["urgent", "critical", "immediate", "outage", "emergency"]):
return "High"
elif any(word in text for word in ["important", "meeting", "review", "deadline", "required"]):
return "Medium"
else:
return "Low"
# Test classifier on sample emails
print("\nPRIORITY CLASSIFIER TEST")
print("=" * 80)
for idx, (subject, body, actual_priority) in enumerate(emails, 1):
predicted = classify_priority(subject, body)
match = "✓" if predicted == actual_priority else "✗"
print(f"\nEmail #{idx} {match}")
print(f"Subject: {subject}")
print(f"Predicted: {predicted} | Actual: {actual_priority}")
# Test with custom email
print("\n" + "=" * 80)
custom_subject = input("\nEnter email subject: ")
custom_body = input("Enter email body: ")
result = classify_priority(custom_subject, custom_body)
print(f"Classified Priority: {result}")
PROBLEMS 1 OUTPUT DEBUG CONSOLE TERMINAL PORTS
Email #3 [Low Priority]
Subject: Office Lunch - Catering Menu for Next Week
Body: Please vote on your preferred lunch option.
Email #4 [High Priority]
Subject: Critical: Client Presentation Delayed - Decision Needed Today
Body: Our major client has requested to reschedule the presentation.
Email #5 [Medium Priority]
Subject: Monthly Team Updates - Please Submit by End of Week
Body: Submit your monthly progress report by Friday.
Email #6 [Low Priority]
Subject: Office Supplies Restocking - New Printer Paper Available
Body: New printer paper has arrived in the supply closet.
==========
High: 2 | Medium: 2 | Low: 2
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe
Python 3.13.7 (tags/v3.13.7:bcee1c3, Aug 14 2025, 14:15:11) [MSC v.1944 64 bit (AMD64)] on win32
Type "help", "copyright", "credits" or "license" for more information.
Ctrl click to launch VS Code Native REPL
>>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
File "<stdin>", line 1
CHAT
SENTIMENT CLASSIFICATION FOR CUST...
Write a small Python code snippet to classify an email as High, Medium, or Low Priority using only basic if-else statements. Use very simple keywords and minimal lines of code.
ass 4.4.py
Used 1 reference
...existing code...
Explore and understand your code
Ask
Auto
Ln 54, Col 40
Spaces: 4
UTF-8
CRLF
Python
3.13.7


File Edit Selection View Go Run Terminal Help
AI Assted
ass 4.4.py
# Test with custom email
print("\n" + "=" * 80)
custom_subject = input("\nEnter email subject: ")
custom_body = input("Enter email body: ")
result = classify_priority(custom_subject, custom_body)
print(f"Classified Priority: {result}")"""
# ...existing code...
def classify_priority(subject, body=""):
text = (subject + " " + body).lower()
if any(k in text for k in ("server down", "urgent", "critical", "immediate", "outage", "emergency")):
return "High"
elif any(k in text for k in ("meeting", "deadline", "important", "review", "required", "asap")):
return "Medium"
else:
return "Low"
if __name__ == "__main__":
subj = input("Email subject: ").strip()
body = input("Email body (optional): ").strip()
print("Priority:", classify_priority(subj, body))
# ...existing code...
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
Body: Please vote on your preferred lunch option.
Email #4 [High Priority]
Subject: Critical: Client Presentation Delayed - Decision Needed Today
Body: Our major client has requested to reschedule the presentation.
Email #5 [Medium Priority]
Subject: Monthly Team Updates - Please Submit by End of Week
Body: Submit your monthly progress report by Friday.
Email #6 [Low Priority]
Subject: Office Supplies Restocking - New Printer Paper Available
Body: New printer paper has arrived in the supply closet.
==========
High: 2 | Medium: 2 | Low: 2
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe
Python 3.13.7 (tags/v3.13.7:bcee1c3, Aug 14 2025, 14:15:11) [MSC v.1944 64 bit (AMD64)] on win32
Type "help", "copyright", "credits" or "license" for more information.
Ctrl click to launch VS Code Native REPL
>>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
File "<stdin>", line 1
& C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
SyntaxError: invalid syntax
CHAT
SENTIMENT CLASSIFICATION FOR CUST...
Write a short Python program for email priority classification.
Example:
Email: "Server down"
Priority: High
Now write minimal Python code using if-else to classify any email as High, Medium, or Low Priority.
ass 4.4.py
Used 1 reference
...existing code...
Explore and understand your code
Ask
Auto
Ln 67, Col 27
Spaces: 4
UTF-8
CRLF
Python
3.13.7
28°C
Sunny
Search
1:41 PM
1/29/2026



3. Student Query Routing System

Scenario:

A university chatbot must route student queries to Admissions, Exams,

Academics, or Placements.

Tasks:

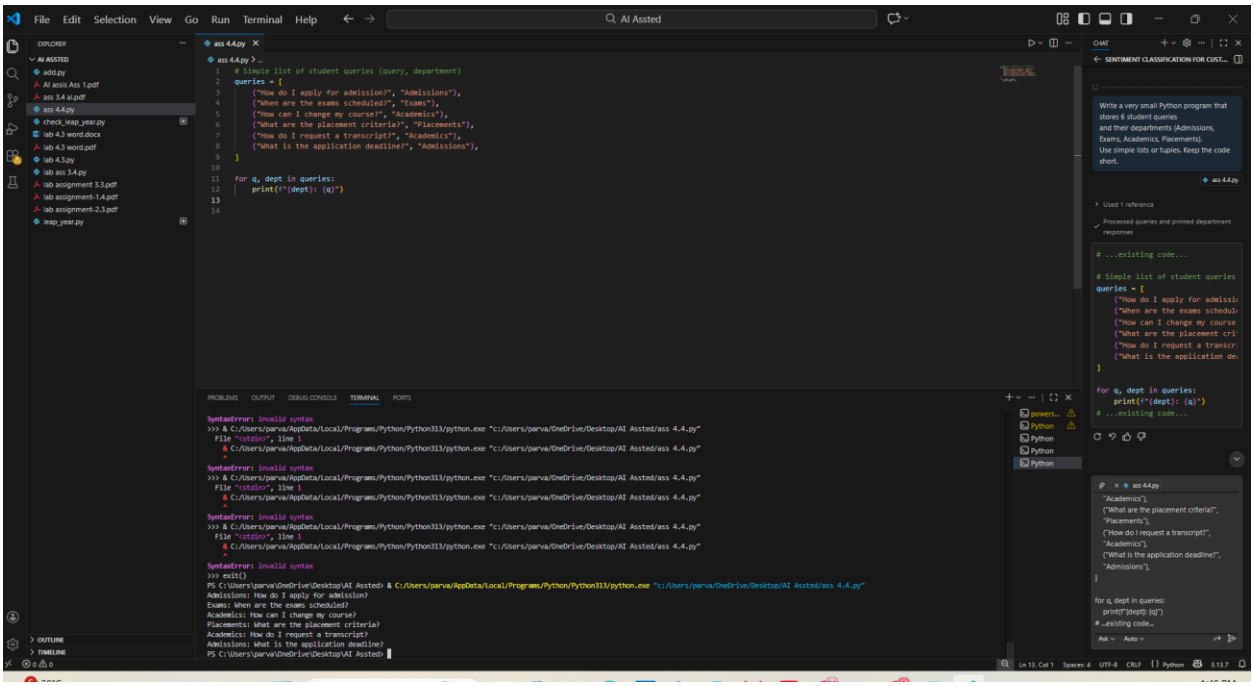
1. Create 6 sample student queries mapped to departments.

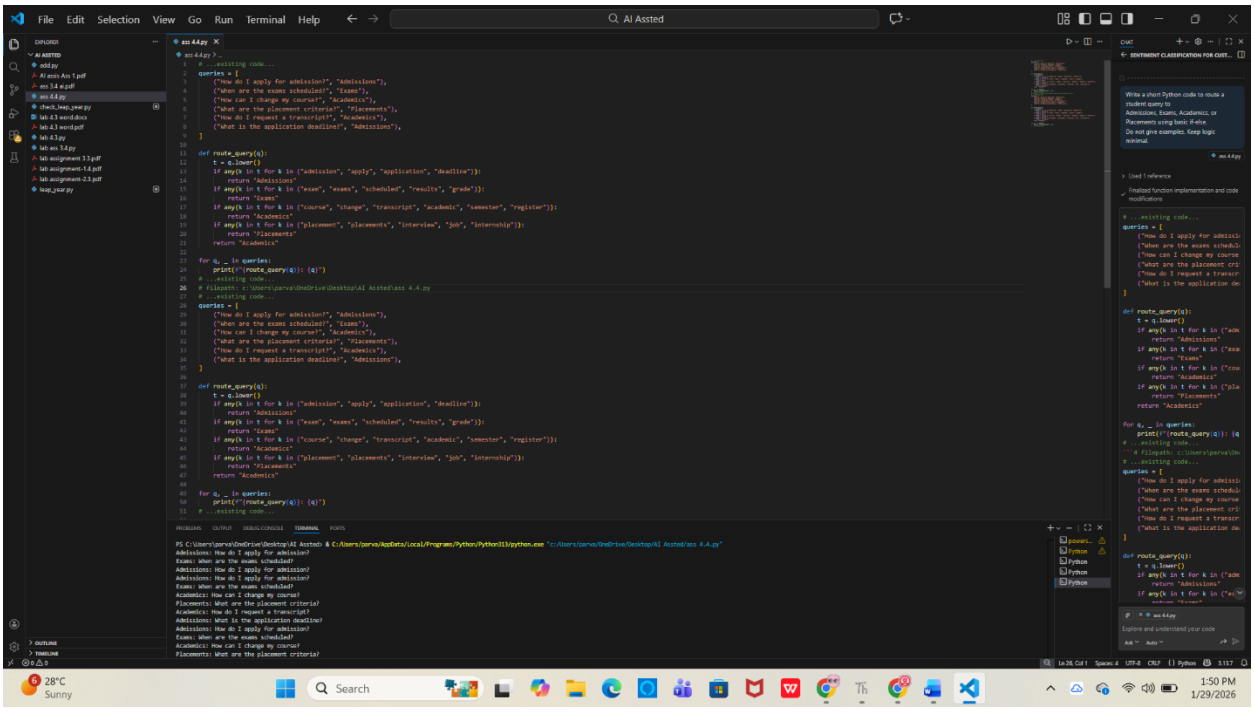
2. Implement Zero-shot intent classification using an LLM.

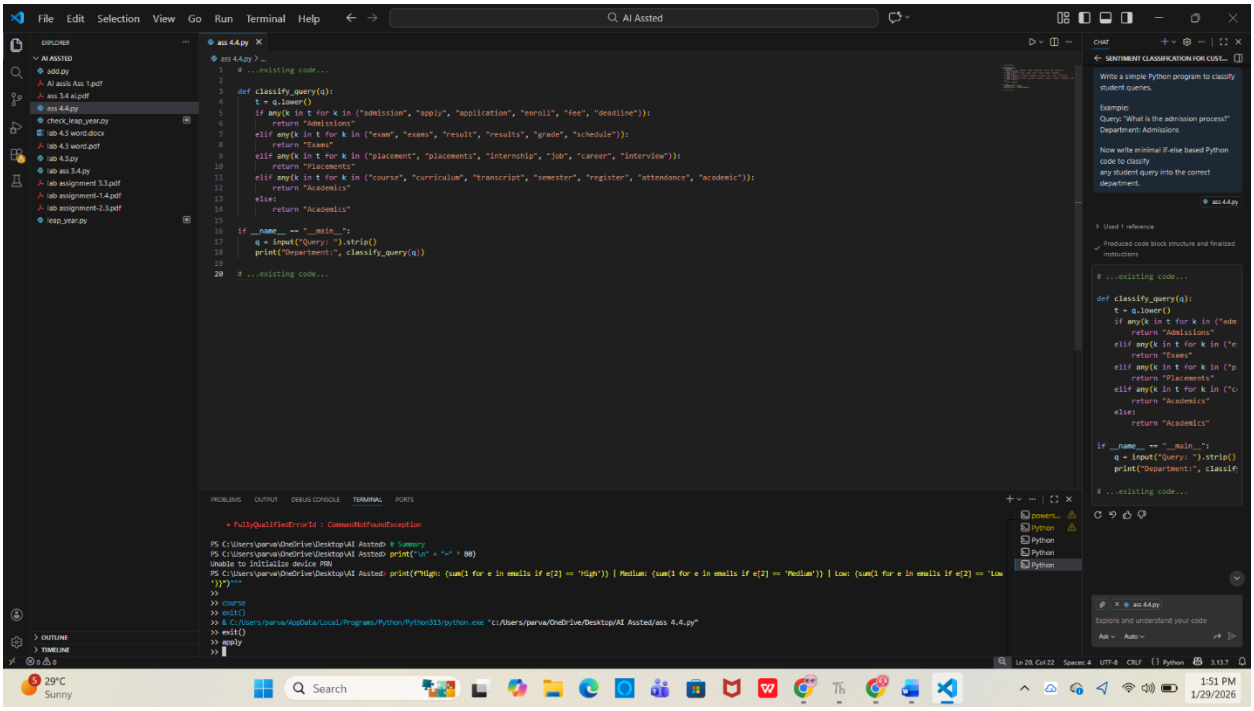
3. Improve results using One-shot prompting.

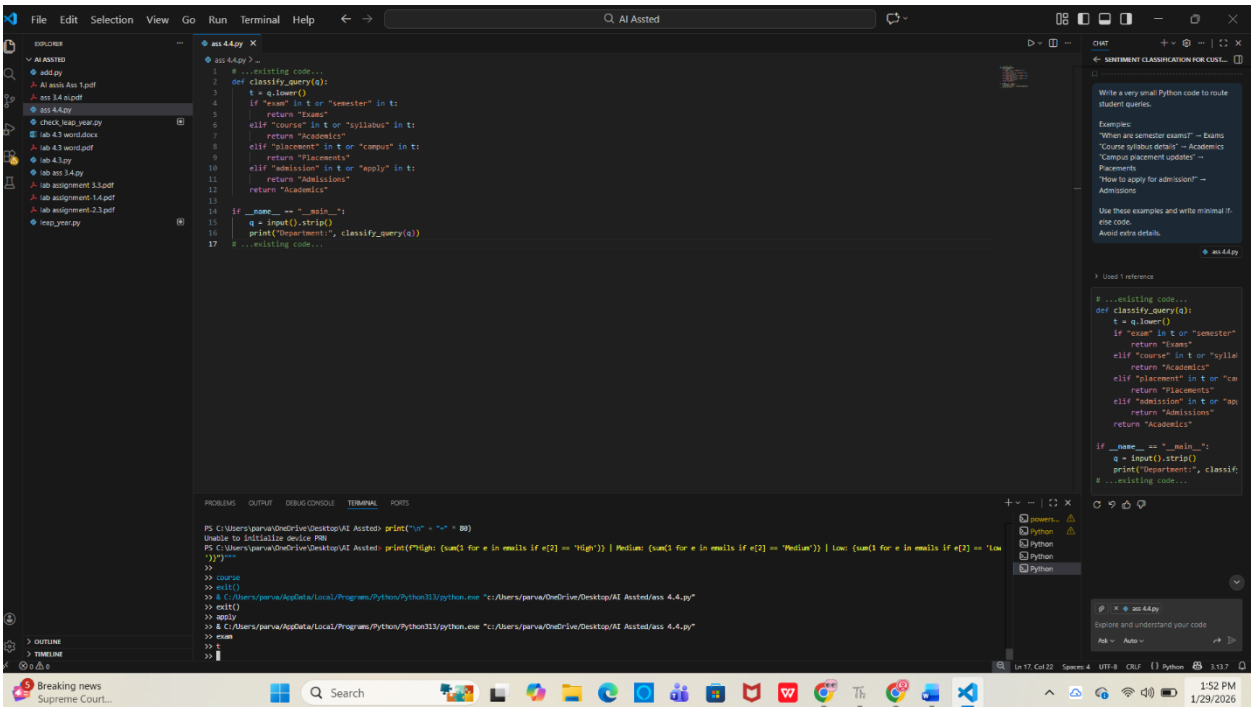
4. Further refine results using Few-shot prompting.

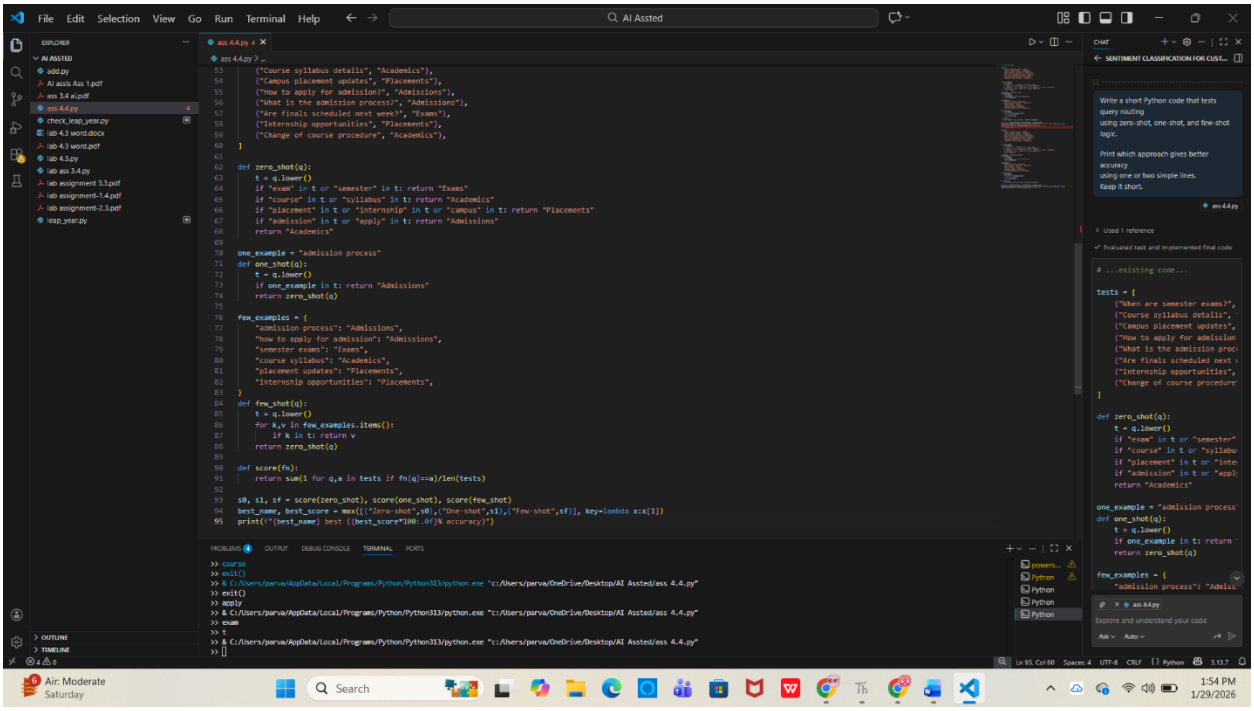
5. Analyze how contextual examples affect classification accuracy.


File Edit Selection View Go Run Terminal Help
AI Assted
ass 4.4.py
# Simple list of student queries (query, department)
queries = [
("How do I apply for admission?", "Admissions"),
("When are the exams scheduled?", "Exams"),
("How can I change my course?", "Academics"),
("What are the placement criteria?", "Placements"),
("How do I request a transcript?", "Academics"),
("What is the application deadline?", "Admissions"),
]
for q, dept in queries:
print(f"{dept}: {q}")
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
SyntaxError: invalid syntax
>>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
File "<stdin>", line 1
& C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
^
SyntaxError: invalid syntax
>>> exit()
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
Admissions: How do I apply for admission?
Exams: When are the exams scheduled?
Academics: How can I change my course?
Placements: What are the placement criteria?
Academics: How do I request a transcript?
Admissions: What is the application deadline?
PS C:\Users\parva\OneDrive\Desktop\AI Assted>


File Edit Selection View Go Run Terminal Help
AI Assted
ass 4.4.py
def route_query(q):
t = q.lower()
if any(k in t for k in ("admission", "apply", "application", "deadline")):
return "Admissions"
if any(k in t for k in ("exam", "exams", "scheduled", "results", "grade")):
return "Exams"
if any(k in t for k in ("course", "change", "transcript", "academic", "semester", "register")):
return "Academics"
if any(k in t for k in ("placement", "placements", "interview", "job", "internship")):
return "Placements"
return "Academics"
for q, _ in queries:
print(f"{route_query(q)}: {q}")
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
PS C:\Users\parva\OneDrive\Desktop\AI Assted> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
Admissions: How do I apply for admission?
Exams: When are the exams scheduled?
Admissions: How do I apply for admission?
Admissions: How do I apply for admission?
Exams: When are the exams scheduled?
Academics: How can I change my course?
Placements: What are the placement criteria?
Academics: How do I request a transcript?
Admissions: What is the application deadline?
Admissions: How do I apply for admission?
Exams: When are the exams scheduled?
Academics: How can I change my course?
Placements: What are the placement criteria?
28°C
Sunny
Search
1:50 PM
1/29/2026


File Edit Selection View Go Run Terminal Help
AI Assted
ass 4.4.py
# ...existing code...
def classify_query(q):
t = q.lower()
if any(k in t for k in ("admission", "apply", "application", "enroll", "fee", "deadline")):
return "Admissions"
elif any(k in t for k in ("exam", "exams", "result", "results", "grade", "schedule")):
return "Exams"
elif any(k in t for k in ("placement", "placements", "internship", "job", "career", "interview")):
return "Placements"
elif any(k in t for k in ("course", "curriculum", "transcript", "semester", "register", "attendance", "academic")):
return "Academics"
else:
return "Academics"
if __name__ == "__main__":
q = input("Query: ").strip()
print("Department:", classify_query(q))
# ...existing code...
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
+ FullyQualifiedErrorId : CommandNotFoundException
PS C:\Users\parva\OneDrive\Desktop\AI Assted> # Summary
PS C:\Users\parva\OneDrive\Desktop\AI Assted> print("\n" + "=" * 80)
Unable to initialize device PRN
PS C:\Users\parva\OneDrive\Desktop\AI Assted> print(f"High: {sum(1 for e in emails if e[2] == 'High')} | Medium: {sum(1 for e in emails if e[2] == 'Medium')} | Low: {sum(1 for e in emails if e[2] == 'Low
')}")"""
>>
>> course
>> exit()
>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
>> exit()
>> apply
>>
CHAT
SENTIMENT CLASSIFICATION FOR CUST...
Write a simple Python program to classify student queries.
Examples:
Query: "What is the admission process?"
Department: Admissions
Now write minimal if-else based Python code to classify
any student query into the correct department.
ass 4.4.py
Used 1 reference
Produced code block structure and finalized instructions
Explore and understand your code
Ask
Auto
Ln 20, Col 22
Spaces: 4
UTF-8
CRLF
Python
3.13.7
29°C
Sunny
Search
1:51 PM
1/29/2026


File Edit Selection View Go Run Terminal Help
AI Assted
ass 4.4.py
# ...existing code...
def classify_query(q):
t = q.lower()
if "exam" in t or "semester" in t:
return "Exams"
elif "course" in t or "syllabus" in t:
return "Academics"
elif "placement" in t or "campus" in t:
return "Placements"
elif "admission" in t or "apply" in t:
return "Admissions"
return "Academics"
if __name__ == "__main__":
q = input().strip()
print("Department:", classify_query(q))
# ...existing code...
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
PS C:\Users\parva\OneDrive\Desktop\AI Assted> print("\n" + "=" * 80)
Unable to initialize device PRN
PS C:\Users\parva\OneDrive\Desktop\AI Assted> print(f"High: {sum(1 for e in emails if e[2] == 'High')} | Medium: {sum(1 for e in emails if e[2] == 'Medium')} | Low: {sum(1 for e in emails if e[2] == 'Low
')}")"""
>>
>> course
>> exit()
>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
>> exit()
>> apply
>> & C:/Users/parva/AppData/Local/Programs/Python/Python313/python.exe "c:/Users/parva/OneDrive/Desktop/AI Assted/ass 4.4.py"
>> exam
>> t
>>
CHAT
SENTIMENT CLASSIFICATION FOR CUST...
Write a very small Python code to route student queries.
Examples:
"When are semester exams?" → Exams
"Course syllabus details" → Academics
"Campus placement updates" → Placements
"How to apply for admission?" → Admissions
Use these examples and write minimal if-else code.
Avoid extra details.
ass 4.4.py
Used 1 reference
Explore and understand your code
Ask
Auto
Ln 17, Col 22
Spaces: 4
UTF-8
CRLF
Python
3.13.7
Breaking news
Supreme Court...
Search
1:52 PM
1/29/2026



4. Chatbot Question Type Detection

Scenario:

A chatbot must identify whether a user query is Informational,

Transactional, Complaint, or Feedback.

Tasks:

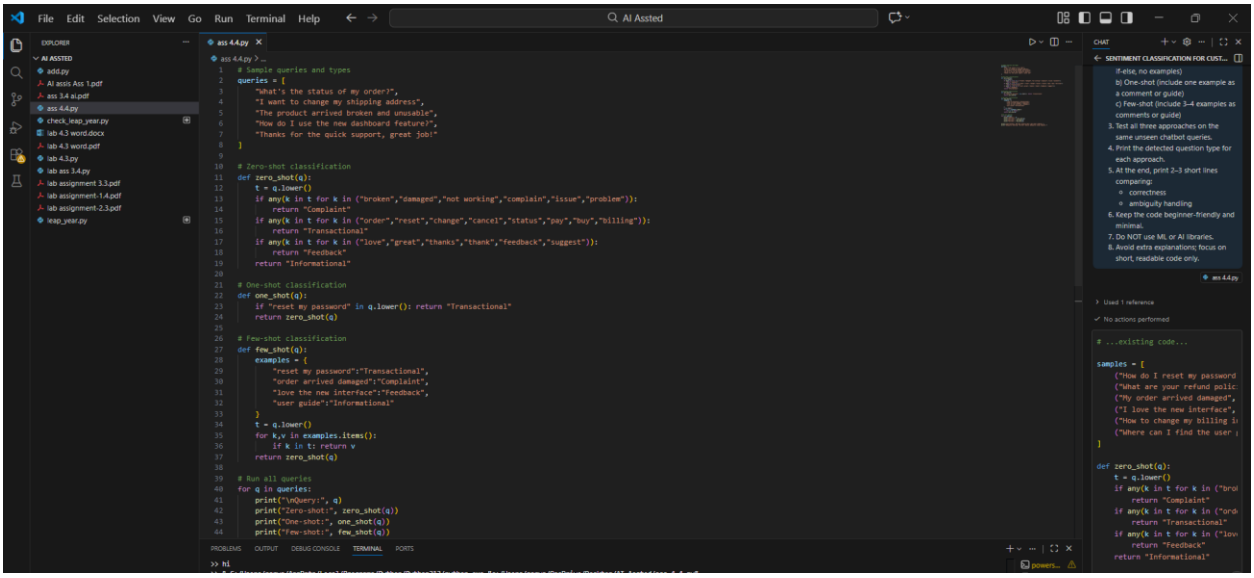
1. Prepare 6 chatbot queries mapped to question types.

2. Design prompts for Zero-shot, One-shot, and Few-shot learning.

3. Test all prompts on the same unseen queries.

4. Compare response correctness and ambiguity handling.

5. Document observations.



5. Emotion Detection in Text

Scenario:

A mental-health chatbot needs to detect emotions: Happy, Sad, Angry,

Anxious, Neutral.

Tasks:

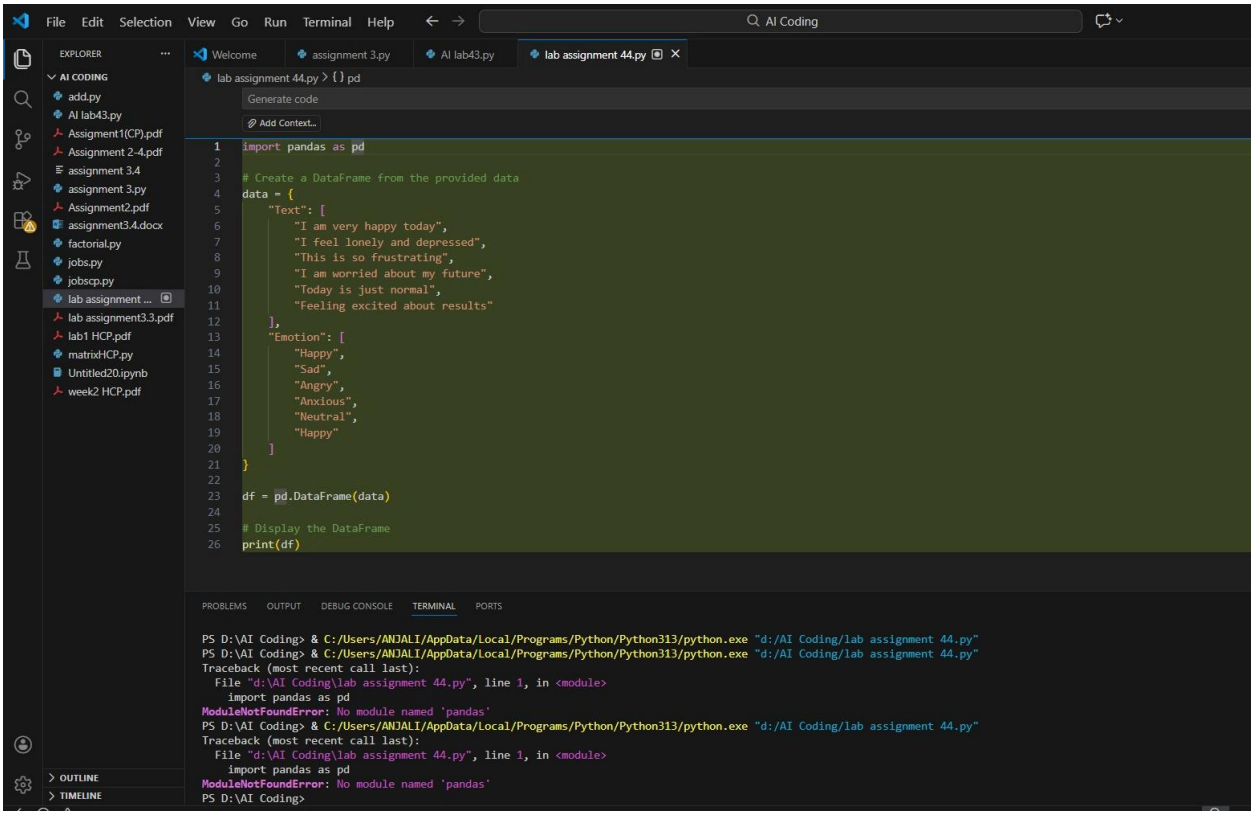
1. Create labeled emotion samples.

2. Use Zero-shot prompting to identify emotions.

3. Use One-shot prompting with an example.

4. Use Few-shot prompting with multiple emotions.

5. Discuss ambiguity handling across techniques.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lab assignment 44.py > { } pd
Generate code
Add Context...
import pandas as pd
# Create a DataFrame from the provided data
data = {
"Text": [
"I am very happy today",
"I feel lonely and depressed",
"This is so frustrating",
"I am worried about my future",
"Today is just normal",
"Feeling excited about results"
],
"Emotion": [
"Happy",
"Sad",
"Angry",
"Anxious",
"Neutral",
"Happy"
]
}
df = pd.DataFrame(data)
# Display the DataFrame
print(df)
PROBLEMS OUTPUT DEBUG CONSOLE TERMINAL PORTS
PS D:\AI Coding> & C:/Users/ANJALI/AppData/Local/Programs/Python/Python313/python.exe "d:/AI Coding/lab assignment 44.py"
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Traceback (most recent call last):
File "d:\AI Coding\lab assignment 44.py", line 1, in <module>
import pandas as pd
ModuleNotFoundError: No module named 'pandas'
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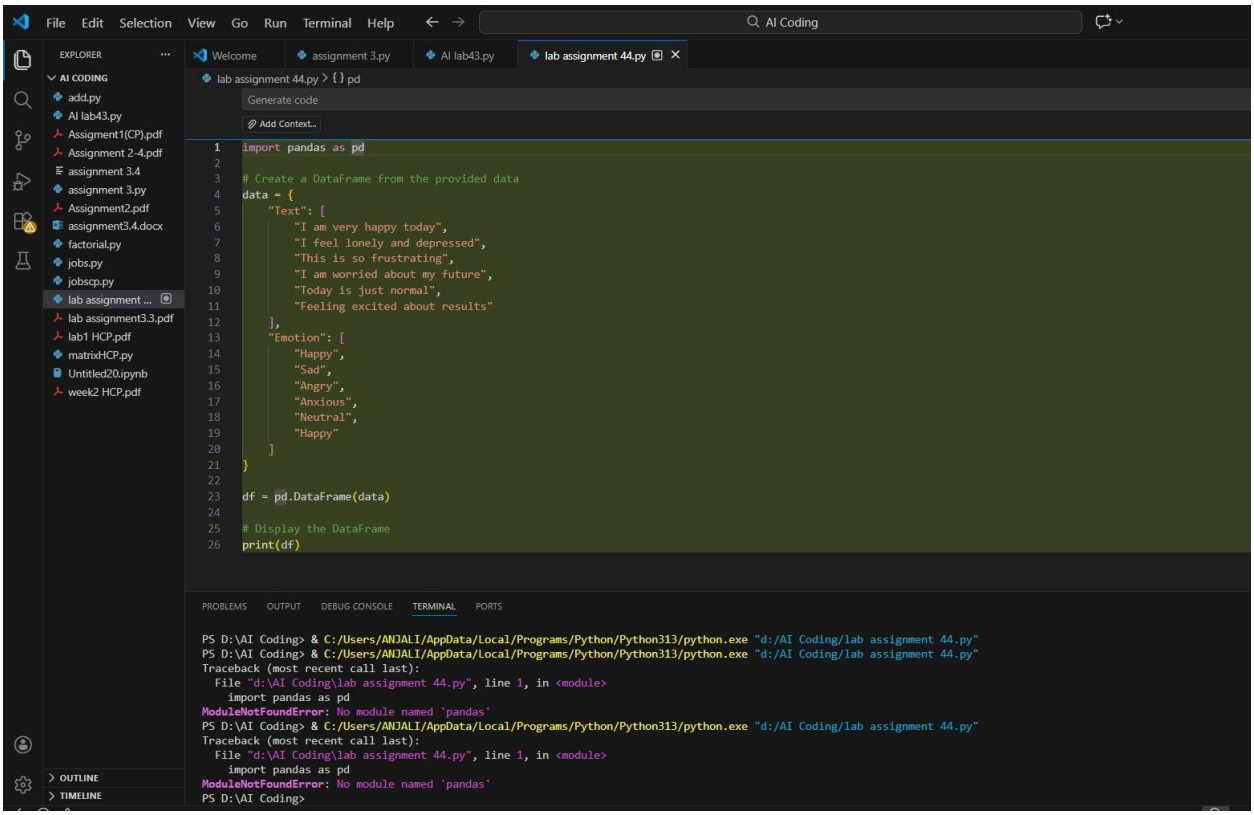
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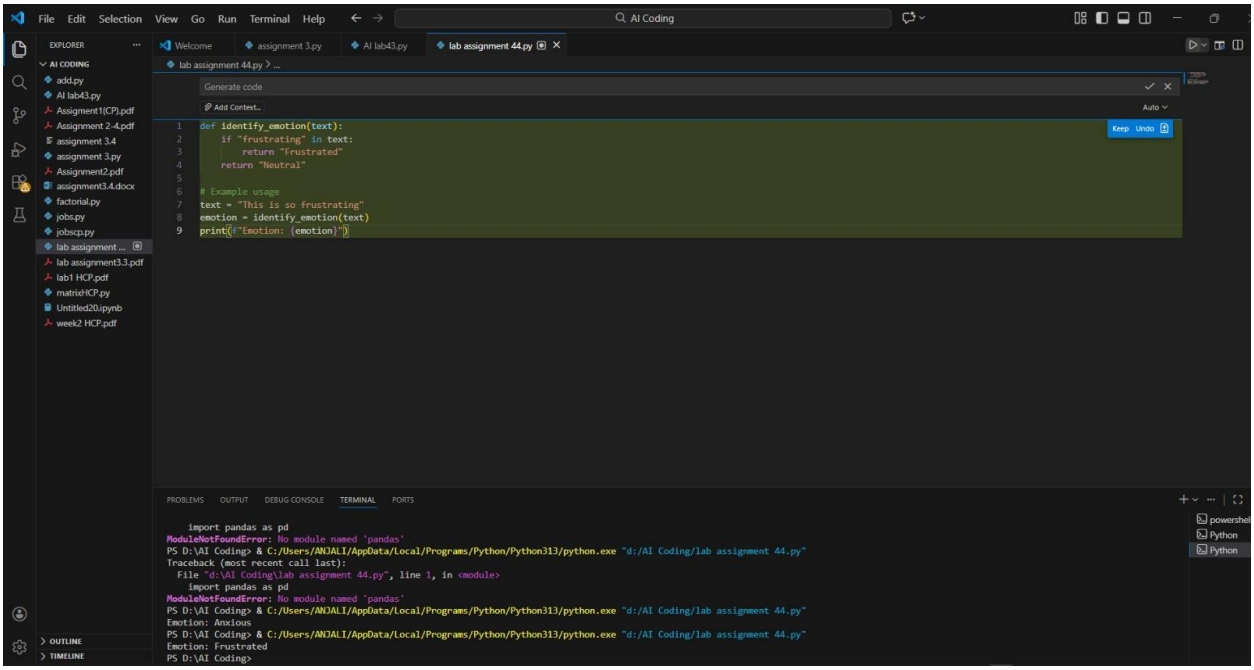
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lab assignment 44.py > ...
Generate code
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def identify_emotion(text):
if "frustrating" in text:
return "Frustrated"
return "Neutral"
# Example usage
text = "This is so frustrating"
emotion = identify_emotion(text)
print(f"Emotion: {emotion}")
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Emotion: Anxious
PS D:\AI Coding> & C:/Users/ANJALI/AppData/Local/Programs/Python/Python313/python.exe "d:/AI Coding/lab assignment 44.py"
Emotion: Frustrated
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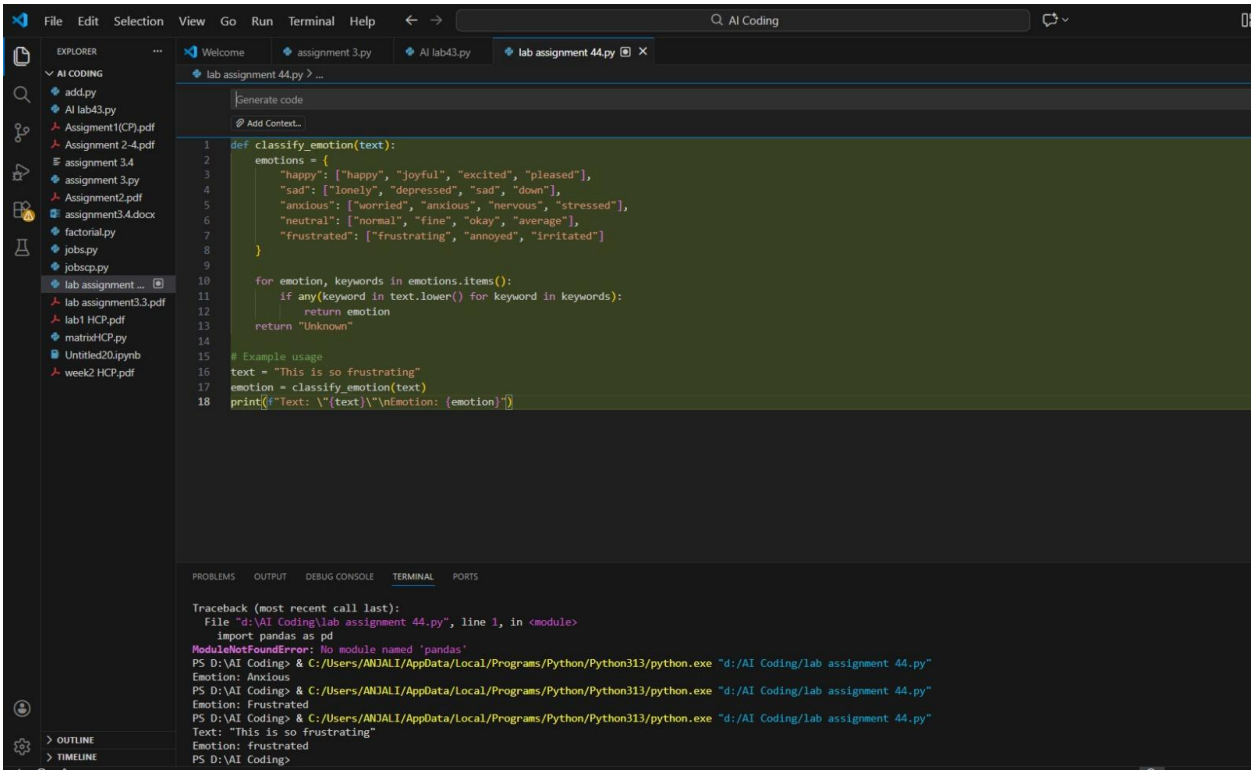
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def classify_emotion(text):
emotions = {
"happy": ["happy", "joyful", "excited", "pleased"],
"sad": ["lonely", "depressed", "sad", "down"],
"anxious": ["worried", "anxious", "nervous", "stressed"],
"neutral": ["normal", "fine", "okay", "average"],
"frustrated": ["frustrating", "annoyed", "irritated"]
}
for emotion, keywords in emotions.items():
if any(keyword in text.lower() for keyword in keywords):
return emotion
return "Unknown"
# Example usage
text = "This is so frustrating"
emotion = classify_emotion(text)
print(f"Text: \"{text}\"\nEmotion: {emotion}")
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Emotion: frustrated
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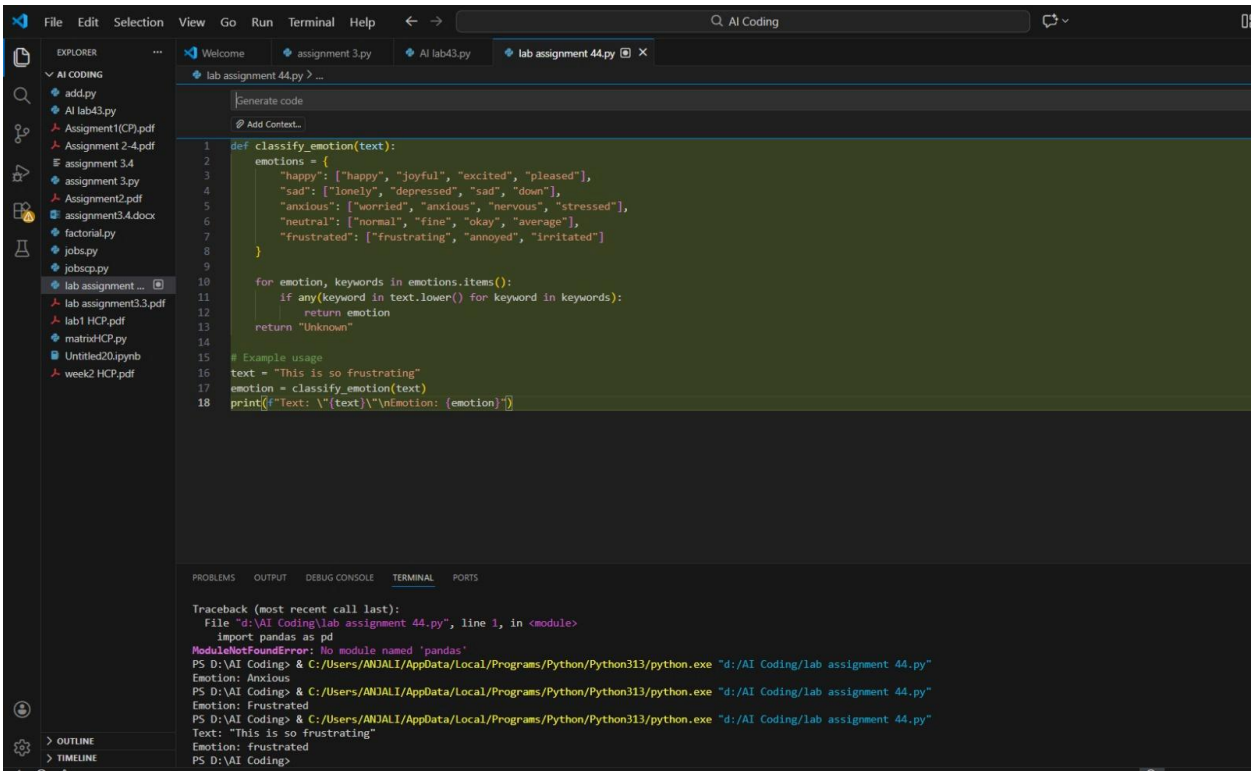
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