Sample Data for Snowflake Cortex AI

Use the sample code below in [Snowflake](#) to import data that you can use to explore Cortex's AI capabilities. This example demonstrates how to analyze support tickets.

Create table SUPPORT_TICKETS and load sample data from S3

```sql
create or replace file format csvformat_for_support_tickets
  skip_header = 1
  field_optionally_enclosed_by = '"'
  type = 'CSV';

create or replace stage data_stage_for_support_tickets
  file_format = csvformat_for_support_tickets
  url = 's3://sfquickstarts/misc/support/';

create table support_tickets (
  ticket_id VARCHAR(60),
  customer_name VARCHAR(60),
  customer_email VARCHAR(60),
  service_type VARCHAR(60),
  request VARCHAR,
  contact_preference VARCHAR(60)
);

copy into SUPPORT_TICKETS
  from @data_stage_for_support_tickets;

select * from SUPPORT_TICKETS;
```

Use Snowflake Cortex Complete to categorize support tickets

SQL

```sql
select request,snowflake.cortex.complete('mistral-large2',
concat('You are an agent that helps organize requests that come to our support
team.
The request category is the reason why the customer reached out. These are the
possible types of request categories:
Roaming fees
Slow data speed
Lost phone
Add new line
Closing account
Try doing it for this request and only return the request category.',request)) as
mistral_large2_response from support_tickets
;
```

If you can't access `mistral-large2`, *see available models in your region here.*

Snowpark Python

Run the following code in a [Snowflake Notebook](#). If you receive an error, ensure the *snowflake* and *snowflake-ml-python* [packages are installed](#) in your notebook.

```python
import snowflake
from snowflake.cortex import Complete
import snowflake.snowpark.functions as F
from snowflake.snowpark.context import get_active_session
session = get_active_session()

df_support_tickets = session.table('support_tickets')

CATEGORY_PROMPT = """You are an agent that helps organize requests that come to
our support team.

The request category is the reason why the customer reached out. These are the
possible types of request categories:

Roaming fees
Slow data speed
Lost phone
Add new line
Closing account

Try doing it for this request and only return only the request category.
"""

df_support_tickets.select('request').with_column('mistral_large2_response',
Complete('mistral-large2',F.concat(F.lit(CATEGORY_PROMPT),F.col('request'))))
```

If you can't access `mistral-large2`, *see available models in your region [here](#).*