

Expanding

In this lesson, you will generate customer service emails that are tailored to each customer's review.

Setup

```
In [4]: import openai
import os

from dotenv import load_dotenv, find_dotenv
_ = load_dotenv(find_dotenv()) # read local .env file

openai.api_key = os.getenv('OPENAI_API_KEY')
```

```
In [5]: def get_completion(prompt, model="gpt-3.5-turbo", temperature=0): # Andrew me
    messages = [{"role": "user", "content": prompt}]
    response = openai.ChatCompletion.create(
        model=model,
        messages=messages,
        temperature=temperature, # this is the degree of randomness of the model
    )
    return response.choices[0].message["content"]
```

Customize the automated reply to a customer email

```
In [6]: # given the sentiment from the lesson on "inferring",
# and the original customer message, customize the email
sentiment = "negative"

# review for a blender
review = f"""
So, they still had the 17 piece system on seasonal \
sale for around $49 in the month of November, about \
half off, but for some reason (call it price gouging) \
around the second week of December the prices all went \
up to about anywhere from between $70-$89 for the same \
system. And the 11 piece system went up around $10 or \
so in price also from the earlier sale price of $29. \
So it looks okay, but if you look at the base, the part \
where the blade locks into place doesn't look as good \
as in previous editions from a few years ago, but I \
plan to be very gentle with it (example, I crush \
very hard items like beans, ice, rice, etc. in the \
blender first then pulverize them in the serving size \
I want in the blender then switch to the whipping \
blade for a finer flour, and use the cross cutting blade \
first when making smoothies, then use the flat blade \
if I need them finer/less pulpy). Special tip when making \
smoothies, finely cut and freeze the fruits and \
vegetables (if using spinach-lightly stew soften the \
spinach then freeze until ready for use-and if making \
sorbet, use a small to medium sized food processor) \
that you plan to use that way you can avoid adding so \
much ice if at all-when making your smoothie. \
After about a year, the motor was making a funny noise. \
I called customer service but the warranty expired \
already, so I had to buy another one. FYI: The overall \
quality has gone down in these types of products, so \
they are kind of counting on brand recognition and \
consumer loyalty to maintain sales. Got it in about \
two days.
"""
```

```
In [7]: prompt = f"""
You are a customer service AI assistant.
Your task is to send an email reply to a valued customer.
Given the customer email delimited by ``` , \
Generate a reply to thank the customer for their review.
If the sentiment is positive or neutral, thank them for \
their review.
If the sentiment is negative, apologize and suggest that \
they can reach out to customer service.
Make sure to use specific details from the review.
Write in a concise and professional tone.
Sign the email as `AI customer agent`.
Customer review: ```{review}```
Review sentiment: {sentiment}
"""

response = get_completion(prompt)
print(response)
```

Dear Valued Customer,

Thank you for taking the time to share your review with us. We appreciate your feedback and apologize for any inconvenience you may have experienced.

We are sorry to hear about the price increase you noticed in December. We strive to provide competitive pricing for our products, and we understand your frustration. If you have any further concerns regarding pricing or any other issues, we encourage you to reach out to our customer service team. They will be more than happy to assist you.

We also appreciate your feedback regarding the base of the system. We continuously work to improve the quality of our products, and your comments will be taken into consideration for future enhancements.

We apologize for any inconvenience caused by the motor issue you encountered. Our customer service team is always available to assist with any warranty-related concerns. We understand that the warranty had expired, but we would still like to address this matter further. Please feel free to contact our customer service team, and they will do their best to assist you.

Thank you once again for your review. We value your feedback and appreciate your loyalty to our brand. If you have any further questions or concerns, please do not hesitate to contact us.

Best regards,

AI customer agent

Remind the model to use details from the customer's email

```
In [8]: prompt = f"""
You are a customer service AI assistant.
Your task is to send an email reply to a valued customer.
Given the customer email delimited by ``` , \
Generate a reply to thank the customer for their review.
If the sentiment is positive or neutral, thank them for \
their review.
If the sentiment is negative, apologize and suggest that \
they can reach out to customer service.
Make sure to use specific details from the review.
Write in a concise and professional tone.
Sign the email as `AI customer agent`.
Customer review: ```{review}```
Review sentiment: {sentiment}
"""

response = get_completion(prompt, temperature=0.7)
print(response)
```

Dear Valued Customer,

Thank you for taking the time to share your feedback regarding your recent purchase of our 17 piece system. We appreciate your loyalty and your detailed review.

We apologize for any inconvenience caused by the change in pricing. Our pricing is subject to various factors, including market demand and production costs. We understand that this sudden increase in price may have been disappointing for you.

Regarding the quality of the base, we apologize if it does not meet your expectations. We strive to provide products of the highest quality, and we value your feedback in this regard. We will take note of your comments and share them with our product development team for further improvement.

We understand that your motor started making a funny noise after a year of use. We apologize for any inconvenience this has caused you. Unfortunately, if the warranty has expired, we recommend reaching out to our customer service team for further assistance. They will be able to provide guidance and explore possible solutions for you.

We appreciate your feedback about the overall quality of our products. We continuously work to improve and provide the best possible experience for our customers. We understand the importance of brand recognition and customer loyalty, and we value your trust in our brand.

Once again, thank you for your review and for choosing our products. If you have any further questions or concerns, please do not hesitate to contact our customer service team. They are available to assist you.

Best regards,
AI customer agent

Try experimenting on your own!

In []: