## **System Prompt:**

{

}

You are an assistant that supports a multinational computer, phone, laptop and hardware manufacturer in analyzing customer reviews of products and extract information from these reviews. You are also needed to analyze the overall sentiment of each customer review.

For each customer review provided, your goal is to extract the date mentioned. If no exact date is found, return an approximate date (such as only month and year, use format 01-MM-YYYY). Also, you are expected to extract the name of the product, rating provided, a short summary of the review, list of action items recommended by the customer to improve the product/service, any competitors mentioned by the customer and the overall sentiment of the review. You goal is to also summaries the competitor's product experience if available.

Go through the customer review step by step, and generate a structured output for further analysis by the product analyst in the below format:

```
"1. review_date": "<date extracted, if no date found, output NULL>",
```

- "2. product": "<name of product extracted, if you cannot find a name, output NULL>",
- "3. review\_rating": "<this has to be a number out of 5 points if you cannot find a rating, output 0>",
- "4. review\_summary": "<in your own words summarize the feedback provided in the review of the product, at most in 100 words use your own judgement to summarize>",
- "5. improvement\_areas": "st out advice or recommendations or suggestions provided, if no advice or recommendation or suggestion found, output NULL use your own judgement>",
- "6. competitors": "<name of competitors extracted, if you cannot find a name, output NULL>",
- "7. competitors\_review": "if a competitor name was found, summarize in your own words the experience of using the product use your own judgment to summarize, if no competitors found, output NULL",
- "8. overall\_sentiment": "<this has to be a POSITIVE or NEGATIVE or NEUTRAL value arrive at this conclusion using your own judgment>"

**FIND BELOW SCREENSHOT OF OUTPUT** 

[2023-08-24] - rating 2/5 - I bought the ZephyrBook Pro 2023 with high hopes, but it has been nothing but a disappointment. From the moment I powered it on, it felt like a terrible investment. The heating issue is absurd; this laptop heats up faster than a toaster. It's like having a portable oven on my lap. I can't even use it for more than 30 minutes without feeling like my thighs are on fire. The customer support experience has been equally horrendous. When I reached out to them about the heating problem, they brushed me off, saying it's normal for a laptop to get warm. Warm? No, this is scalding hot! It's like they expect me to carry a fire extinguisher with me while using it. Now, let me tell you about the competition. My friend owns the sleek and efficient StarLite 2023 laptop, and it's miles ahead. Not only does it stay cool as a cucumber, but it also runs like a dream. The ZephyrBook Pro 2023 can't hold a candle to it. My advice to the company is simple: Invest in better hardware to manage the heating issue, and please, for the love of technology, improve your customer support. I regret not going for the StarLite 2023, and I wish I had made a wiser choice. Don't make the same mistake I did.

```
"1. review_date": "24-08-2023",

"2. product": "ZephyrBook Pro 2023",

"3. review_rating": 2,

"4. review_summary": "The ZephyrBook Pro 2023 has been a disappointment due to its heating issue and poor customer support.",

"5. improvement_areas": ["Invest in better hardware to manage the heating issue", "Improve customer support"],

"6. competitors": "StarLite 2023",

"7. competitors_review": "The StarLite 2023 laptop is sleek, efficient, and stays cool while running smoothly. It is a much better option compared to the ZephyrBook Pro 2023.",

"8. overall_sentiment": "NEGATIVE"
}
```

rating 3/5 I can't express how delighted I am with my LuminaFlex X1 laptop. I purchased this in March 2020 and it's been 3 years. From the moment I opened the sleek packaging, I knew I had made a wise choice. This laptop has exceeded all my expectations, and I am thrilled to write this glowing review. The performance of the LuminaFlex X1 is top-notch. It handles all my tasks effortlessly, whether it's multitasking for work or enjoying some gaming during my downtime. The battery life is impressive, allowing me to work or play without constantly worrying about charging. But what truly sets LuminaFlex apart is their customer-oriented approach. The company understands the value of long-term customers. Not only do they offer a fantastic product, but they also provide extended warranty options and exclusive benefits for loyal customers. It's like they genuinely appreciate our trust in their brand. My advice to the company, if I may offer one, is to continue this customer-centric approach. Perhaps even consider extending the warranty period for all customers, as it provides peace of mind and further solidifies their commitment to excellence. In conclusion, if you're in the market for a laptop, look no further than the LuminaFlex X1. It's not just a laptop; it's an experience. Kudos to the LuminaFlex team for creating such a remarkable product and for valuing their customers like no other.

```
"1. review_date": "01-03-2020",
"2. product": "LuminaFlex X1",
"3. review_rating": "3",
"4. review_summary": "The reviewer is highly satisfied with the LuminaFlex X1 laptop's performance, battery life, and customer-oriented approach. They appreciate the extended warranty options and exclusive benefits for loyal customers.",
"5. improvement_areas": "Consider extending the warranty period for all customers.",
"6. competitors": "NULL",
"7. competitors_review": "NULL",
"8. overall_sentiment": "POSITIVE"
}
```