

The following prompt were used in chatgpt to assist with the code aspects of the prototype in github.

We tried to export the conversation to a link but the version being used did not work, so we present the summary of the prompts below.

? **User:** for the following code help me adding a section where I can store the identified product from the chat and store it in a variable to use later

? **User:** that worked, now add a message to confirm the customer once the product is identified that it will be handled and managed with a ticket and that someone will reach out

? **User:** that worked, now after that, create a list based on the subproducts list of the dataset df1 that have that identified product you identified. print the list to make sure we see what are the subcategories that have that mother product category

? **User:** changing the variable for Sub-product instead of subproduct worked, this is the updated code without the need of inserting the try. Now based on this code, add a piece of code that can identify the relevant subproduct category within those that were found and stored in 'subproducts', once you identify that subcategory include it in the left side of the screen and also acknowledge it in the message that is given to the user. For troubleshooting purposes print the two values of product and subproduct after the acknowledgement message to the customer

? **User:** that worked, now after that, create a list based on the column "Issue" of the dataset df1 that have that identified product and identified subproduct you identified. Edit the troubleshooting text to include the list of issues you identified that match both conditions of mother product and subproduct categories. Use the model in the same way you did for identifying the subproduct categories in the background, to make sure it classifies the "Issue" based on that list that you found. If it cannot identify it to one in particular, make sure that it fits the broader "Issue" category within those in the list you found. Finally, add the Issue value to the left side of the screen with the other product and subproduct values to identify easily the assigned value.

? **User:** ok that worked, now I want to add a piece of code to generate tasks in Jira once the three categories (Product, Subproduct, Issue) have been identified. I have some original code that worked in streamlit, where I defined the key, the name of the task, the user to assign and the priority. Use the code as a reference for those values, but the names of the variables need to be changed. It was conditional so that the task was created only after the user described the issue, and the categories (product, subproduct and issue) were defined, and to create only one task in jira.

? **User:** what is the name of the task you created in jira

? **User:** it seems that worked, can you include the number of the task you have created in the response given to the user and tell him the priority that it was created with

? **User:** I got this error Error during Jira task creation: Specify a valid project ID or key

? **User:** the key is already with the name FST, that is not the issue, the problem started with the code you gave me.

? **User:** for the following code help me adding a section where i can store the identified product from the chat and store it in a variable to use later

? **User:** that worked, now add a message to confirm the customer once the product is identified that it will be handled and managed with a ticket and that someone will reach out

? **User:** it worked somehow but now i have two messages in response, not just one, and it seems that last message its ignored in the context. instead of providing two answers can you just make it one where you acknowledge the product and tell the user the ticket was created once the product is identified that it will be handled and managed with a ticket and that someone will reach out

? **User:** that worked, now after that, create a list based on the subproducts list of the dataset df1 that have that identified product you identified. print the list to make sure we see what are the subcategories that have that mother product categorie

? **User:** i got this error KeyError: This app has encountered an error. The original error message is redacted to prevent data leaks.

? **User:** changing the variable for Sub-product instead of subproduct worked, this is the updated code without the need of inserting the try. Now based on this code, add a piece of code that can identify the relevant subproduct category within those that were found and stored in 'subproducts', once you identify that subcategory include it in the left side of the screen and also acknowledge it in the message that is given to the user. For troubleshooting purposes print the two values of product and subproduct after the acknowledgement message to the customer

? **User:** ok that worked, but i entered a case in which it could not identify the subproduct, make sure to write a condition in which it always identifies a subproduct from the list that has been defined as subproducts

? **User:** instead of doing that couldnt you invoke the model to go over the categories and select the one that is closest to the categories in the subproducts list? of course without having to enter a new text in the chat but just doing the validation internally, however you could add a write message after the product and subproduct to confirm whether the llm model was able to identify subcategory or if it wasnt then to select the most general one subcategory