

## **LAB ASSIGNMENT – 4.4**

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### **1. Sentiment Classification for Customer Reviews**

#### **Scenario:**

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

#### **Scenario**

An e-commerce platform wants to classify customer reviews as **Positive, Negative, or Neutral** using prompt engineering.

#### **(a) Sample Customer Reviews**

<b>Review</b>	<b>Sentiment</b>
“The product quality is excellent and delivery was fast.”	Positive
“Very satisfied with the purchase.”	Positive
“The item is okay but nothing special.”	Neutral
“Delivery was delayed but product is fine.”	Neutral
“Worst experience ever, totally disappointed.”	Negative
“The product stopped working in two days.”	Negative

#### **AI Generated Code:**

#### **(b) Zero-Shot Prompt**

Classify the sentiment of the following review as Positive, Negative, or Neutral:

“The product quality is excellent and delivery was fast.”

```
Classify the sentiment of the following review as Positive, Negative, or Neutral:  
  
"The product quality is excellent and delivery was fast."
```

**Output:** Positive

#### **(c) One-Shot Prompt**

**Example:**

Review: "The product is terrible and useless."

Sentiment: Negative

Now classify:

Review: "The product quality is excellent and delivery was fast."

```
Example:
```

```
Review: "The product is terrible and useless."
```

```
Sentiment: Negative
```

```
Now classify:
```

```
Review: "The product quality is excellent and delivery was fast."
```

**Output:** Positive

#### (d) Few-Shot Prompt

Review: "The product is amazing and works perfectly."

Sentiment: Positive

Review: "Delivery was late and the box was damaged."

Sentiment: Negative

Review: "It's okay, not too good or bad."

Sentiment: Neutral

Now classify:

Review: "Very satisfied with the purchase."

```
Review: "The product is amazing and works perfectly."
```

```
Sentiment: Positive
```

```
Review: "Delivery was late and the box was damaged."
```

```
Sentiment: Negative
```

```
Review: "It's okay, not too good or bad."
```

```
Sentiment: Neutral
```

```
Now classify:
```

```
Review: "Very satisfied with the purchase."
```

**Output:** Positive

#### (e) Comparison & Analysis

##### Method Accuracy Reason

Zero-shot Medium No examples provided

### **Method Accuracy Reason**

One-shot Better Model understands pattern

Few-shot Best Context improves classification

Few-shot prompting gives the most accurate and consistent results.

## **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.

### **Sample Emails**

Email	Priority
"Server is down, fix immediately!"	High
"Client meeting postponed to tomorrow."	Medium
"Thank you for your support."	Low
"Urgent payment issue, respond ASAP."	High
"Weekly report attached."	Medium
"Just checking in."	Low

### **Zero-Shot Prompt**

Classify this email as High, Medium, or Low priority:

"Server is down, fix immediately!"

```
Classify this email as High, Medium, or Low priority:  
"Server is down, fix immediately!"
```

Output: High

### **One-Shot Prompt**

Email: "Payment failed, urgent fix needed."

Priority: High

Now classify:

"Client meeting postponed to tomorrow."

```
Email: "Payment failed, urgent fix needed."
```

```
Priority: High
```

```
Now classify:
```

```
"Client meeting postponed to tomorrow."
```

Output: Medium

### Few-Shot Prompt

Email: "System crash reported."

Priority: High

Email: "Weekly update attached."

Priority: Medium

Email: "Thanks for your help."

Priority: Low

Now classify:

"Urgent payment issue, respond ASAP."

```
Email: "System crash reported."
```

```
Priority: High
```

```
Email: "Weekly update attached."
```

```
Priority: Medium
```

```
Email: "Thanks for your help."
```

```
Priority: Low
```

```
Now classify:
```

```
"Urgent payment issue, respond ASAP."
```

Output: High

### Evaluation

#### Method Reliability

Zero-shot Moderate

One-shot Good

Few-shot Best

Few-shot gives context → better accuracy

## 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.

**Departments**

- Admissions
- Exams
- Academics
- Placements

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**Sample Queries**

Query	Department
"What is the admission process?"	Admissions
"When are semester exams?"	Exams
"Explain Python syllabus."	Academics
"Placement companies list?"	Placements
"Fee structure details"	Admissions
"Result declaration date?"	Exams

**Zero-Shot Prompt**

Classify the query:

"When are semester exams?"

**Classify the query:**

**"When are semester exams?"**

Output: Exams

**One-Shot Prompt**

Query: "How to apply for admission?"

Department: Admissions

Now classify:

"When are semester exams?"

**Query: "How to apply for admission?"**

**Department: Admissions**

**Now classify:**

**"When are semester exams?"**

Output: Exams

### Few-Shot Prompt

Query: "Syllabus for AI subject?"

Department: Academics

Query: "Placement drive details?"

Department: Placements

Query: "Fee structure?"

Department: Admissions

Now classify:

"When will results be announced?"

```
Query: "Syllabus for AI subject?"
```

```
Department: Academics
```

```
Query: "Placement drive details?"
```

```
Department: Placements
```

```
Query: "Fee structure?"
```

```
Department: Admissions
```

```
Now classify:
```

```
"When will results be announced?"
```

Output: Exams

### Analysis

Few-shot prompting gives better domain understanding and routing accuracy.

## 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.

### Question Types

- Informational
- Transactional
- Complaint
- Feedback

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## Sample Queries

Query	Type
"What is AI?"	Informational
"Book a ticket for tomorrow."	Transactional
"The app crashes often."	Complaint
"Great service, thank you!"	Feedback
"How to reset password?"	Informational
"Refund my payment."	Transactional

## Prompting Comparison

### Zero-Shot:

Classify the query: "The app crashes often."

```
Classify the query: "The app crashes often."
```

→ Complaint

### One-Shot:

Query: "Great service!"

Type: Feedback

Now classify:

"The app crashes often."

```
Query: "Great service!"
```

```
Type: Feedback
```

```
Now classify:
```

```
"The app crashes often."
```

→ Complaint

### Few-Shot:

Query: "What is AI?"

Type: Informational

Query: "Book my movie tickets."

Type: Transactional

Query: "The app is not working properly."

Type: Complaint

Query: "Excellent customer support!"

Type: Feedback

Now classify:

Query: "I want to cancel my order."

Query: "What is AI?"

Type: Informational

Query: "Book my movie tickets."

Type: Transactional

Query: "The app is not working properly."

Type: Complaint

Query: "Excellent customer support!"

Type: Feedback

Now classify:

Query: "I want to cancel my order."

→ Transactional

### Comparison Table

#### Method Accuracy Reason

Zero-shot Medium No learning examples

One-shot Good Learns from one pattern

Few-shot Best Learns multiple patterns

### Observations

- ✓ Few-shot prompting gives **highest accuracy**
- ✓ Context improves intent understanding
- ✓ Reduces ambiguity
- ✓ Best suited for real-world chatbot systems

### Conclusion

Few-shot prompting is the **most reliable method** for chatbot question classification because:

- It understands patterns better
- Handles ambiguous queries
- Produces consistent results
- Suitable for production chatbots

## 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.

#### Scenario

A mental-health chatbot must detect user emotions in order to respond appropriately.

The emotions to be identified are:

- **Happy**
- **Sad**
- **Angry**
- **Anxious**
- **Neutral**

#### Sample Emotion Data

Text	Emotion
"I am very happy today!"	Happy
"I feel lonely and depressed."	Sad
"This is unacceptable and annoying!"	Angry
"I am worried about my exams."	Anxious
"Okay, noted."	Neutral
"Everything is going well."	Happy

#### Zero-Shot Prompt

##### Prompt

Detect the emotion in the following sentence:

"I am worried about my exams."

**Detect the emotion in the following sentence:**  
**"I am worried about my exams."**

##### Output

Anxious

#### One-Shot Prompt

##### Prompt

Example:

Text: "I feel very sad today."

Emotion: Sad

Now classify:

Text: "I am worried about my exams."

**Example:**

Text: "I feel very sad today."

Emotion: Sad

**Now classify:**

Text: "I am worried about my exams."

**Output**

Anxious

**Few-Shot Prompt**

**Prompt**

Text: "I am very happy today."

Emotion: Happy

Text: "This is extremely frustrating."

Emotion: Angry

Text: "I feel nervous about my interview."

Emotion: Anxious

Text: "Nothing special, just normal."

Emotion: Neutral

**Now classify:**

Text: "I am worried about my exams."

```
Text: "I am very happy today."
```

```
Emotion: Happy
```

```
Text: "This is extremely frustrating."
```

```
Emotion: Angry
```

```
Text: "I feel nervous about my interview."
```

```
Emotion: Anxious
```

```
Text: "Nothing special, just normal."
```

```
Emotion: Neutral
```

Now classify:

```
Text: "I am worried about my exams."
```

## Output

Anxious

## Comparison & Analysis

### Method Accuracy Remarks

Zero-shot Medium No context provided

One-shot Good Learns from one example

Few-shot Best Handles emotion clearly

## Observation

- Few-shot prompting gives **highest accuracy**
- Emotional ambiguity is handled better
- Useful for mental-health chatbots
- Improves response quality and reliability

## Conclusion

Few-shot prompting is the **most effective method** for emotion detection because it:

- Provides context
- Improves classification accuracy
- Reduces ambiguity
- Works well in real-world chatbot applications