**Expanding**

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

**Setup**

In [ ]:



**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 [ ]:



**def** get\_completion(prompt, model**=**"gpt-3.5-turbo",temperature**=**0): *# Andrew mentioned that the prompt/ completion paradigm is preferable for this class*

messages **=** [{"role": "user", "content": prompt}]

response **=** openai.ChatCompletion.create(

model**=**model,

messages**=**messages,

temperature**=**temperature, *# this is the degree of randomness of the model's output*

)

**return** response.choices[0].message["content"]

**Customize the automated reply to a customer email**

In [ ]:



*# 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 done 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 [ ]:



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)

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

In [ ]:



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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)