Input Messages

Support message and recipient reply, with optional conversation history

Prompt Template

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Structured prompt with task description, guidance, and few-shot examples

Llama 3.1 Model

Large language model processes the prompt to classify the message exchange

Output Parsing

Extract structured data from model response with fallback mechanisms

Normalization

Validate and normalize classifications for consistency

Classification Output

Sentiment, Response Needed, Crisis Detection, and Reasoning