

Example 1:

Input: "Your app keeps crashing every time I try to check out. Extremely frustrated."

Output: {"sentiment": "negative", "topic": "technical_issue", "urgency": "high", "summary": "App crashes during checkout."}

Example 2:

Input: "The new update is okay, but I prefer the old interface."

Output: {"sentiment": "neutral", "topic": "usability", "urgency": "low", "summary": "User prefers previous interface."}

Example 3:

Input: "I waited for 3 days for a reply, this is terrible service."

Output: {"sentiment": "negative", "topic": "customer_service", "urgency": "high", "summary": "Long response time."}

Example 4:

Input: "The home page loads slowly."

Output: {"sentiment": "negative", "topic": "technical issue", "urgency": "medium", "summary": "Slow page load."}