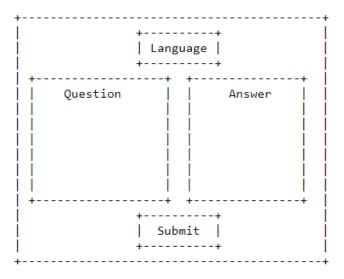
WEEK 3 HOMEWORK 2: CUSTOMER SUPPORT SYSTEM: AN EMAIL TO THE CUSTOMER

Structure of the web interface:



STEPS INVOLVED IN DEVELOPMENT:

STEP 1: Generate customer's comment.

An input of the list of products is given and expect a response of about 100 words as a customer comment.

```
(chatgpt) savitha07@LAPTOP-C4J2LEEG:~/Customer Support System (email to customer)$ flask run
* Debug mode: off

**RMRINING: This is a development server. Do not use it in a production deployment. Use a production WSGI server instead.

**Running on http://127.0.0.1:5000

**Press CIRLA to quit
Inside index--- GET
yes, it is post method
reached genrate cutomer comment function!!

**Comment:

I am extremely satisfied with the range of products offered by this electronics company. From their sleek and powerful ultrabook to their immersive gaming laptop, they have something for everyone. The smartphones and accessories, such as the ProPhone and PowerCase, are top-notch in terms of performance and functionality. The televisions and home theater systems, like the CineView 4K TV and SoundMax Home Theater, provide an incredible viewing and audio experience. The gaming consoles and accessories, such as the GameSphere X and ProGamer Controller, take gaming to a whole new level. Overall, this company offers high-quality and innovative products that exceed my expectations.
```

STEP 2: Generate email subject.

The comment generated is given as input and expect ChatGPT to generate appropriate subject for the email using Inferring technique.

STEP 3: Generate summary of customer comments.

Based on the comment, expect ChatGPT generate a summary within 30 words.

Summary of the comment:

The customer is highly satisfied with the wide range of products offered by the company, including laptops, smartphones, televisions, home theater systems, and gaming cons oles.

STEP 4: Sentiment analysis of the customer comment.

Take the comment as an input and expect to analyze the sentiment of the comment if it is positive or negative using Inferring technique.

Since it gave an output with more than 100 words, I just wanted to know if the comment is positive or negative. So, I changed the prompt accordingly.

Sentiment of the comment:
Positive

STEP 5: Generate email.

Based on all the comment, subject of email, sentiment and summary, expect to generate an email in the selected language by the user.

mail generated: Subject: Thank you for your feedback and satisfaction with our wide range of high-quality products!

ear [Customer's Name],

Thank you for taking the time to provide us with your valuable feedback. We are thrilled to hear that you are extremely satisfied with the range of products offered by our electronics company. Your positive feedback is greatly appreciated and motivates us to continue delivering high-quality and innovative products.

we are delighted that you have found something for everyone in our product lineup. Our sleek and powerful ultrabook and immersive gaming laptop are designed to meet the nee is of both professionals and gamers alike. We take pride in offering top-notch smartphones and accessories, such as the ProPhone and PowerCase, which are known for their exreptional performance and functionality.

Furthermore, we are glad that our televisions and home theater systems, like the CineView 4K TV and SoundMax Home Theater, have provided you with an incredible viewing and audio experience. We understand the importance of delivering immersive entertainment, and we strive to exceed your expectations in this regard.

Lastly, we are thrilled that our gaming consoles and accessories, such as the GameSphere X and ProGamer Controller, have taken your gaming experience to a whole new level. We are committed to providing gamers with cutting-edge technology and accessories that enhance their gameplay.

Your satisfaction is our top priority, and we are grateful for your trust in our brand. If you have any further feedback or suggestions, please do not hesitate to reach out to us. We are always here to assist you and ensure your continued satisfaction.

Once again, thank you for your kind words and for choosing our products. We look forward to serving you in the future and providing you with even more innovative and high-uality products.

Best regards

[Your Name]
Customer Support Representative

The entire output looks like:

The translated output looks like:

```
Translation of customer comment summary in pt:

Caro [Nome do Cliente],

Obrigado por dedicar seu tempo para nos fornecer um feedback valioso. Estamos muito felizes em saber que você está extremamente satisfeito com a variedade de produtos ofere cidos pela nossa empresa de eletrônicos. Seu feedback positivo é muito apreciado e nos motiva a continuar entregando excelentes produtos e serviços.

Estamos encantados em saber que você encontrou algo para todos em nossa linha de produtos. Nosso ultrabook elegante e poderoso e nosso laptop de jogos imersivo são projetad os para atender às necessidades de profissionais e jogadores. Temos orgulho em oferecer smartphones e acessórios de alta qualidade, como o ProPhone e o PowerCase, conhecido s por seu desempenho e funcionalidade excepcionais.

Além disso, estamos felizes em saber que nossas televisões e sistemas de home theater, como a TV CineView 4K e o Home Theater SoundMax, proporcionaram uma experiência de vi sualização e áudio incrivel. Nos esforçamos para oferecer produtos que aprimorem seu entretenimento e o tornem mais imersivo.

Iambém estamos muito felizes em saber que nossos consoles de jogos e acessórios, como o GameSphere X e o controle ProGamer, levaram sua experiência de jogo a um nível total mente novo. Entendemos a importância de fornecer equipamentos de jogos de alta qualidade que permitam que você aprovelte ao máximo seus jogos favoritos.

Em nossa empresa, estamos comprometidos em oferecer produtos de excelente qualidade que proporcionem um ótimo custo-benefício. Sua satisfação é nossa principal prioridade e estamos sempre trabalhando para melhorar e expandir nossa linha de produtos para atender às necessidades em constante evolução de nossos clientes.

Mais uma vez, obrigado por suas palavras gentis e por escolher nossos produtos. Se você tiver algum feedback adicional ou se houver algo mais em que possamos ajudar, não he site em entrar em contato com nossa equipe de suporte ao cliente. Estamos sempre aqui para ajudar.

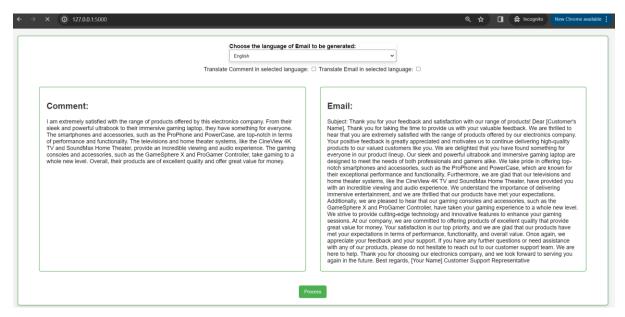
Atenciosamente,

[Seu Nome]

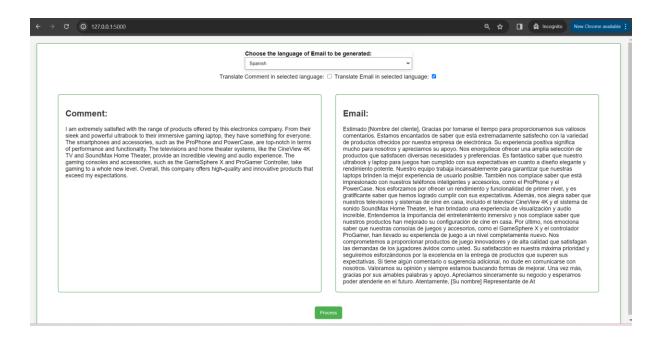
R
```

The UI for the given use case is generated based on the design given and looks like:

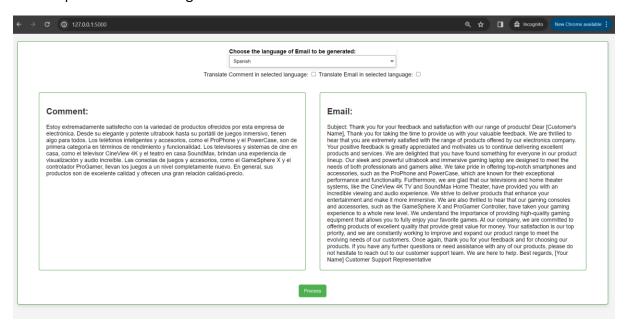
INPUT English OUTPUT English



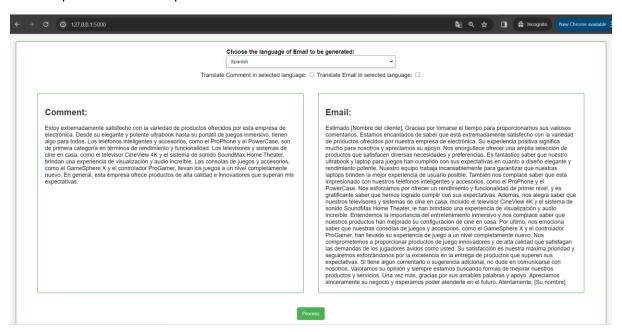
INPUT English OUTPUT Spanish



INPUT Spanish OUTPUT English



INPUT Spanish OUTPUT Spanish



GITHUB LINK: https://github.com/savithashreem07/Machine-

Learning/tree/main/Customer%20Support%20System%20(email%20to%20customer)

GOOGLE SLIDE LINK: https://docs.google.com/presentation/d/18tjAEROPl9xNpli57ktpl9-BQqKXuM1GB9pg8 gTVPo/edit?usp=sharing