

Transforming Customer Support with Prompt Engineering

Zero Shot vs Few Shot

MULTILINGUAL TRANSLATION

Translates text between languages without specific training



SENTIMENT ANALYSIS

Classifies sentiments (positive, negative, or neutral) based on labeled examples

TEXT SUMMARIZATION

Generates concise summaries of documents or lengthy texts



TEXT CLASSIFICATION

Categorizes texts into different classes (topics or intents) using a labeled dataset

TEXT COMPLETION

Completes a given sentence or paragraph based on context or desired style



NAMED ENTITY RECOGNITION

Extracts similar entities like names, products, etc., from customer interactions based on examples

GENERATIVE QUESTION ANSWERING

Generates direct answers to queries based on a general understanding



CUSTOMIZED CONTENT GENERATION

Generates content that aligns with specific styles or domains using a few examples

Sources

01. <https://machinelearningmastery.com/what-are-zero-shot-prompting-and-few-shot-prompting/#:~:text=In%20natural%20language%20processing%20models,models%20useful%20for%20many%20tasks>
02. <https://www.allabtai.com/prompt-engineering-tips-zero-one-and-few-shot-prompting/>
03. <https://www.allabtai.com/prompt-engineering-tips-zero-one-and-few-shot-prompting/>