

# AI Agent

## Measuring Customer Complaints

Analyze customer complaints for sentiment (Positive, Negative, Neutral), issue type, and urgency (High, Medium, Low). Structure output in plain text.

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."}

format for adding a possible issue:

Input: [Insert New Complaint Here]  
Output:

I'm unable to purchase anything because when I check out I get an error message.