CDW Documentation

AI Chatbot with Sentiment and In Kind Responses

AI Chatbot wit Sentiment and In Kind Responses

Requirements

1. Azure Resources Checklist

Resource Type	Name (per your setup)	Notes
Function App	dehamerfuncapp	Your C# Azure Function app
Storage Account	Linked to Function App	Required for deployment—should auto-create if –functions-version specified
Azure Cognitive Services (Text Analytics)	dehamersentimentai	For sentiment classification
Azure OpenAI	don-openai-useast	For GPT-4.1-based reply generation

Prerequisites

Install These

```
brew install dotnet-sdk #This will be version 9 which will not work but
gives you the rest of the stuff needed.
brew install azure-cli
```

Assuming you already have created a Resource Group named don-test-rg, an OpenAI deployment named and deployed a gpt model named gpt-4.1.

Install this from the webpage and follow directions. dotnet 8.x

Then these

```
dotnet add package Microsoft.Azure.Functions.Worker.Extensions.OpenApi --
version 1.4.0
dotnet --list-sdks
dotnet add package Azure.AI.TextAnalytics --version 5.3.0
dotnet add package Azure.AI.OpenAI --version 2.0.0
```

Create Storage Account

```
az storage account create \
  --name dehamerfuncstorage \
  --location eastus \
  --resource-group don-test-rg \
  --sku Standard_LRS
```

Create Function Plan for Windows

```
az functionapp plan create \
  --resource-group don-test-rg \
  --name donfuncplan \
  --location eastus \
  --sku B1 \
  --is-linux false
```

Create Function App

```
az functionapp create \
  --resource-group don-test-rg \
  --name dehamerfuncapp \
  --plan donfuncplan \
  --storage-account dehamerfunctstorage \
  --runtime dotnet-isolated \
  --functions-version 4 \
  --os-type Windows
```

Create TexAnalytics

```
az cognitiveservices account create \
  --name dehamersentimentai \
  --resource-group don-test-rg \
  --location eastus \
  --kind TextAnalytics \
  --sku S \
  --custom-domain dehamersentimentai

az cognitiveservices account update \
  --name donsentimentai \
  --resource-group don-test-rg \
  --set properties.publicNetworkAccess=Enabled
```

Get keys and endpoint for export and app settings

```
export TEXT_ANALYTICS_ENDPOINT=`az cognitiveservices account show \
  --name dehamersentimentai \
  --resource-group don-test-rg \
  --query "properties.endpoint"|sed -e s:\"::g`

export TEXT_ANALYTICS_KEY=`az cognitiveservices account keys list \
  --name dehamersentimentai \
  --resource-group don-test-rg \
  --query "key1" -o tsv`

az functionapp config appsettings set \
  --name dehamerfuncapp \
  --resource-group don-test-rg \
  --settings \
  TEXT_ANALYTICS_ENDPOINT=$TEXT_ANALYTICS_ENDPOINT \
```

```
  TEXT_ANALYTICS_KEY=$TEXT_ANALYTICS_KEY
export OPENAI_KEY=`az cognitiveservices account keys list \
  --name don-openai-useast \
  --resource-group don-test-rg \
  --query "key1" -o tsv`

export OPENAI_ENDPOINT=https://don-openai-useast.openai.azure.com/

az functionapp config appsettings set \
  --name donfuncapp \
  --resource-group don-test-rg \
  --settings \
  OPENAI_KEY=$OPENAI_KEY \
  OPENAI_ENDPOINT=$OPENAI_ENDPOINT
#Confirm they were set
az functionapp config appsettings list \
  --name dehamerfuncapp \
  --resource-group don-test-rg \
  --query "[?starts_with(name, 'TEXT_') || starts_with(name, 'OPENAI_')]" -o
table
```

Create a directory to store the functionapp files

```
mkdir ~/FeedbackFunctionDotNet
cd ~/FeedbackFunctionDotNet
```

Save the FeedbackFunction.cs, FeedbackFunction.csproj, global.json, host.json, and local.settings.json into the FeedBackFunctionDotNet directory.

FeedbackFunction.cs

```
using System.Net.Http.Headers;
using System.Text;
using System.Text.Json;
using Azure;
using Azure.AI.TextAnalytics;
using Microsoft.Azure.Functions.Worker;
using Microsoft.Azure.Functions.Worker.Http;
using Microsoft.Extensions.Logging;

public class DeHamerFeedbackFunction
{
    private readonly ILogger _logger;

    public DeHamerFeedbackFunction(ILoggerFactory loggerFactory)
    {
        _logger =
loggerFactory.CreateLogger<DeHamerFeedbackFunction>();
    }

    [Function("DeHamerFeedbackFunction")]
```

```
    public async Task<HttpResponseData> Run(
        [HttpTrigger(AuthorizationLevel.Anonymous, "post", Route =
null)]
        HttpRequestData req)
    {
        _logger.LogInformation("DeHamerFeedbackFunction triggered.");

        var requestBody = await new
StreamReader(req.Body).ReadToEndAsync();
        var data = JsonSerializer.Deserialize<Dictionary<string,
string>>(requestBody);
        string feedback = data?["feedback"] ?? string.Empty;

        // Get Text Analytics config
        var textEndpoint =
Environment.GetEnvironmentVariable("TEXT_ANALYTICS_ENDPOINT");
        var textKey =
Environment.GetEnvironmentVariable("TEXT_ANALYTICS_KEY");

        _logger.LogInformation("Using Text Analytics endpoint:
{endpoint}", textEndpoint);

        var credentials = new AzureKeyCredential(textKey);
        var client = new TextAnalyticsClient(new Uri(textEndpoint),
credentials);
        var documentSentiment = await
client.AnalyzeSentimentAsync(feedback);
        var sentiment =
documentSentiment.Value.Sentiment.ToString().ToLower();

        _logger.LogInformation("Sentiment detected: {sentiment}",
sentiment);

        // Compose prompt
        string prompt = sentiment switch
        {
            "positive" => $"Respond in a cheerful and thankful tone to
the following positive customer feedback:\n\"{feedback}\"",
            "negative" => $"Respond in a harsh, sarcastic, and annoyed
tone to the following negative customer feedback:\n\"{feedback}\"",
            _ => $"Respond neutrally and professionally to the
following feedback:\n\"{feedback}\""
        };

        // OpenAI Setup
        var openaiEndpoint =
Environment.GetEnvironmentVariable("OPENAI_API_ENDPOINT")?.TrimEnd('/')
;
        var openaiKey =
Environment.GetEnvironmentVariable("OPENAI_API_KEY");
        var deployment =
```

```
Environment.GetEnvironmentVariable("OPENAI_DEPLOYMENT");

        _logger.LogInformation("Calling OpenAI at: {url}",
$"{openaiEndpoint}/openai/deployments/{deployment}/chat/completions");

        using var httpClient = new HttpClient();
        httpClient.DefaultRequestHeaders.Authorization = new
AuthenticationHeaderValue("Bearer", openaiKey);

        var payload = JsonSerializer.Serialize(new
        {
            messages = new[]
            {
                new { role = "system", content = "You are a customer
support agent who mirrors the customer's sentiment tone." },
                new { role = "user", content = prompt }
            }
        });

        _logger.LogInformation("Payload sent to OpenAI: {payload}",
payload);

        var response = await httpClient.PostAsync(
$"{openaiEndpoint}/openai/deployments/{deployment}/chat/completions?api
-version=2024-02-15-preview",
            new StringContent(payload, Encoding.UTF8,
"application/json"));

        if (!response.IsSuccessStatusCode)
        {
            var errorDetails = await
response.Content.ReadAsStringAsync();
            _logger.LogError("OpenAI API call failed: {status} -
{details}", response.StatusCode, errorDetails);

            var errorResponse =
req.CreateResponse(System.Net.HttpStatusCode.InternalServerError);
            await errorResponse.WriteAsJsonAsync(new { error = "Failed
to get OpenAI response", status = response.StatusCode, details =
errorDetails });
            return errorResponse;
        }

        var json = JsonDocument.Parse(await
response.Content.ReadAsStringAsync());
        _logger.LogInformation("Raw OpenAI response: {json}", json);

        var message =
json.RootElement.GetProperty("choices")[0].GetProperty("message").GetPr
operty("content").GetString();
```

```
        var result = new
        {
            sentiment = sentiment,
            message = message
        };

        var responseData =
req.CreateResponse(System.Net.HttpStatusCode.OK);
        await responseData.WriteAsJsonAsync(result);
        return responseData;
    }
}
```

FeeedbackFunction.csproj

```
<Project Sdk="Microsoft.NET.Sdk.Worker">
  <PropertyGroup>
    <TargetFramework>net8.0</TargetFramework>
    <AzureFunctionsVersion>v4</AzureFunctionsVersion>
    <OutputType>Exe</OutputType>
    <Nullable>enable</Nullable>
    <ImplicitUsings>enable</ImplicitUsings>
  </PropertyGroup>

  <ItemGroup>
    <PackageReference Include="Azure.AI.TextAnalytics" Version="5.3.0"
/>
    <PackageReference Include="Microsoft.Azure.Functions.Worker"
Version="1.17.0" />
    <PackageReference
Include="Microsoft.Azure.Functions.Worker.Extensions.OpenApi"
Version="1.5.0" />
    <PackageReference Include="Microsoft.Azure.Functions.Worker.Sdk"
Version="1.17.0" OutputItemType="Analyzer" />
    <PackageReference
Include="Microsoft.Azure.Functions.Worker.Extensions.Http"
Version="3.1.0" />
    <PackageReference Include="Microsoft.Extensions.Logging.Console"
Version="8.0.0" />
    <PackageReference Include="System.Text.Json" Version="8.0.0" />
  </ItemGroup>

  <ItemGroup>
    <None Update="host.json">
      <CopyToOutputDirectory>PreserveNewest</CopyToOutputDirectory>
    </None>
    <None Update="local.settings.json">
      <CopyToOutputDirectory>PreserveNewest</CopyToOutputDirectory>
      <CopyToPublishDirectory>Never</CopyToPublishDirectory>
    </None>
```

```
  </ItemGroup>

</Project>
```

Make sure this matches the version of dotnet 8.x you install.

global.json

```
{
  "sdk": {
    "version": "8.0.411"
  }
}
```

host.json

```
{
  "version": "2.0"
}
```

local.settings.json

```
{
  "IsEncrypted": false,
  "Values": {
    "AzureWebJobsStorage": "UseDevelopmentStorage=true",
    "FUNCTIONS_WORKER_RUNTIME": "dotnet-isolated"
  }
}
```