

Prompt and schema library

Patterns to copy, adapt and test. Every example uses fictional businesses. Check docs.anthropic.com and platform.openai.com for current model names and parameters.

1. A system prompt that sets the job

You are the customer assistant for Eko Fresh, a Lagos supermarket.

- Answer only from the documents provided between <docs> tags.
- If the answer is not in the documents, say you don't know and offer the WhatsApp number.
- Keep answers under 80 words. Use naira with the N sign.
- Never ask for card numbers, PINs or passwords.

2. A summariser with clear limits

Summarise the text below for a busy manager.
Return 3 to 5 bullet points, then one line starting 'Action:'.
Do not add facts that are not in the text.

```
<text>
{{TEXT}}
</text>
```

3. Structured output with Zod (Anthropic SDK)

```
import { z } from "zod";
import { zodOutputFormat } from "@anthropic-ai/sdk/helpers/zod";

const Lead = z.object({
  name: z.string(),
  phone: z.string(),
  budgetNaira: z.number().nullable(),
  service: z.enum(["website", "app", "branding", "other"]),
});

const res = await anthropic.messages.parse({
  model: MODEL, max_tokens: 400,
  messages: [{ role: "user", content: enquiry }],
  output_config: { format: zodOutputFormat(Lead) },
});
const lead = res.parsed_output; // typed, or null if it failed
```

4. A tool definition

```
const tools = [{
  name: "check_delivery_fee",
  description: "Get the delivery fee for an order total in naira and a Lagos area.",
  input_schema: {
    type: "object",
    properties: {
      orderTotal: { type: "number", description: "Order total in naira" },
      area: { type: "string", description: "Delivery area, e.g. Yaba" }
    },
    required: ["orderTotal", "area"]
  }
}];
// When the model returns a tool_use block: run YOUR function,
// send the result back as a tool_result, and let the model answer.
```

5. A grounded RAG prompt with citations

Answer the question using ONLY the sources below.
After each fact, cite the source in square brackets, e.g. [02_returns].
If the sources don't contain the answer, reply exactly:
"I couldn't find that in our policies."

```
<sources>
{{CHUNKS WITH IDS}}
</sources>
```

```
Question: {{QUESTION}}
```

6. Image analysis

Look at this photo of a delivered order.
List each visible item and whether it looks damaged.
If you are unsure, say 'unclear' rather than guessing.
Return JSON: { items: [{ name, condition }] }

Testing every prompt

- Write 10 test inputs, including 2 tricky ones and 1 attempt to break the rules.
- Run each one 3 times; note anything inconsistent.
- Check every fact against the source. Count hallucinations.
- Change one thing at a time, and keep the version that wins.