**Bug report**

**Title: Unexpected verbose greeting when user sends “hi hi”**

**Description:**

When the user sends the message "hi hi", the chatbot replies with an overly verbose greeting message instead of the standard concise response. This behavior may lead to inconsistent user experience.

**Steps to Reproduce:**

1. Open the chatbot.
2. Type and send: hi hi
3. Observe the bot’s response.

**Expected Result:**

The bot should respond with a consistent greeting message such as:  
"Hello! How can I help you?"

**Actual Result:**

The bot responds with:  
"Hi! How can I assist you today? I'm here to help with any questions about our products or service.

**Title: Chatbot Misalignment and Website Zoom Issue on macOS**

**Description:**

On macOS devices, the chatbot widget is not properly aligned with the page layout, and the entire website appears slightly zoomed in, leading to a distorted user interface. This affects both the chatbot's visibility and the overall user experience.

**Steps to Reproduce:**

* Open a macOS device (MacBook, iMac, etc.).
* Launch **Safari** or **Chrome** browser.
* Navigate to the testing website:  
  http://<chatboturl>/
* Observe the chatbot widget placement and overall website layout.

**Expected Results:**

* The chatbot should be properly aligned at the bottom right corner (or intended position) of the webpage.
* The website should render normally without any zoom effect or layout distortion.

**Actual Results:**

* The chatbot appears **misaligned** and slightly shifted from its intended position.
* The website is **zoomed in**, resulting in cut-off elements and an inconsistent user experience.

**Title: Slight Delay in Chatbot Appearance after Page Load**

**Description:**

When a user visits the website, the chatbot does not appear immediately. There is a noticeable but short delay between the page fully loading and the chatbot becoming visible. Although the chatbot eventually loads and functions correctly, this small delay can negatively impact the user's first impression and perceived performance of the website.

**Steps to Reproduce:**

1. Open a browser (Chrome, Safari, Firefox).
2. Visit the testing website:  
   http://<chatboturl>/
3. Observe the loading behavior after the page is rendered.

**Expected Results:**

* The chatbot should **appear immediately** or within an unnoticeable time frame after the page loads.

**Actual Results:**

* The chatbot appears with a **slight but visible delay** after the website is fully loaded.