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Priority Queue Operations - heapq
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import heapq
                                             from queue import PriorityQueue
pq = []
heapq.heappush(pq, (2, "Harry"))
                                             pq = PriorityQueue()
heapq.heappush(pq, (3, "Charles"))
                                             pq.put((2, "Harry"))
heapq.heappush(pq, (1, "Riya"))
                                             pq.put((3, "Charles"))
heapq.heappush(pq, (4, "Stacy"))
                                             pq.put((1, "Riya"))
while pg:
                                             pq.put((4, "Stacy"))
  print(heapq.heappop(pq))
                                             while not pq.empty():
thread safe
                                                print(pq.get())
                                             it is to implement thread
from queue import PriorityQueue
# Simulated customer query
customer_query = "I want to return my headphones"
# Candidate responses with scores
# Format: (urgency score, purchase match score, browsing match score, response text)
responses = [
  (1, 0.9, 0.2, "You can start a return for your headphones here."),
  (3, 0.8, 0.5, "Looking for new headphones? Check these out."),
  (2, 0.7, 0.6, "Your order is on the way."),
  (1, 0.85, 0.3, "Refunds are processed within 5–7 business days.")
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# Create a priority queue
pg = PriorityQueue()
# Insert responses with a composite priority tuple
for urgency, purchase score, browse score, text in responses:
  # Lower urgency = higher priority, so we invert scores for max-heap behavior
  priority = (-urgency, -purchase score, -browse score)
  pq.put((priority, text))
# Get the top-ranked response
top response = pq.get()[1]
print(" Chatbot Response:", top response)
```