5.Real time speech recognition system or for customer support automation :

Program:

import speech\_recognition as sr

import pyttsx3

recognizer = sr.Recognizer()

engine = pyttsx3.init()

def automated\_response(user\_query):

if "account" in user\_query.lower():

return "I can help you with your account details."

elif "support" in user\_query.lower():

return "Our support team is here to help you."

elif "payment" in user\_query.lower():

return "I can assist you with payment-related queries."

else:

return "I'm here to help with any other questions."

print("Real-time SRT System for Customer Support Automation")

while True:

with sr.Microphone() as source:

print("Listening...")

recognizer.adjust\_for\_ambient\_noise(source)

audio = recognizer.listen(source, timeout=5, phrase\_time\_limit=5)

try:

user\_input = recognizer.recognize\_google(audio)

print("User: " + user\_input)

response = automated\_response(user\_input)

print("Bot: " + response)

engine.say(response)

engine.runAndWait()

except sr.UnknownValueError:

print("Bot: Sorry, I didn't understand that.")

except sr.RequestError as e:

print("Bot: Could not request results; check your connection.")

