Name:-
Roll No.:-
Div:-

Title:- Implement of Expert system Help Desk Management System

Program :-
Help Desk Management System

```python
# Define a dictionary of common problems and their solutions
problem_dict = {
    "Printer not working": "Check that it's turned on and connected to the network",
    "Can't log in": "Make sure you're using the correct username and password",
    "Software not installing": "Check that your computer meets the system requirements",
    "Internet connection not working": "Restart your modem or router",
    "Email not sending": "Check that you're using the correct email server settings"
}

# Define a function to handle user requests
def handle_request(user_input):
    if user_input.lower() == "exit":
        return "Goodbye!"
    elif user_input in problem_dict:
        return problem_dict[user_input]
    else:
        return "I'm sorry, I don't know how to help with that problem."

# Main loop to prompt user for input
while True:
    user_input = input("What's the problem? Type 'exit' to quit. ")
    response = handle_request(user_input)
    print(response)
```

Output:-

```
What's the problem? Type 'exit' to quit. Printer not working
Check that it's turned on and connected to the network
What's the problem? Type 'exit' to quit. Can't log in
Make sure you're using the correct username and password
What's the problem? Type 'exit' to quit. Software not installing
Check that your computer meets the system requirements
What's the problem? Type 'exit' to quit. Internet connection not working
Restart your modem or router
What's the problem? Type 'exit' to quit. Email not sending
I'm sorry, I don't know how to help with that problem.
What's the problem? Type 'exit' to quit. exit
Goodbye!
What's the problem? Type 'exit' to quit. █
```