

```
!pip install transformers
```

```
Requirement already satisfied: transformers in /usr/local/lib/python3.11/dist-packages (4.51.3)
Requirement already satisfied: filelock in /usr/local/lib/python3.11/dist-packages (from transformers) (3.18.0)
Requirement already satisfied: huggingface-hub<1.0,>=0.30.0 in /usr/local/lib/python3.11/dist-packages (from transformers) (0.31.2)
Requirement already satisfied: numpy>=1.17 in /usr/local/lib/python3.11/dist-packages (from transformers) (2.0.2)
Requirement already satisfied: packaging>=20.0 in /usr/local/lib/python3.11/dist-packages (from transformers) (24.2)
Requirement already satisfied: pyyaml>=5.1 in /usr/local/lib/python3.11/dist-packages (from transformers) (6.0.2)
Requirement already satisfied: regex!=2019.12.17 in /usr/local/lib/python3.11/dist-packages (from transformers) (2024.11.6)
Requirement already satisfied: requests in /usr/local/lib/python3.11/dist-packages (from transformers) (2.32.3)
Requirement already satisfied: tokenizers<0.22,>=0.21 in /usr/local/lib/python3.11/dist-packages (from transformers) (0.21.1)
Requirement already satisfied: safetensors>=0.4.3 in /usr/local/lib/python3.11/dist-packages (from transformers) (0.5.3)
Requirement already satisfied: tqdm>=4.27 in /usr/local/lib/python3.11/dist-packages (from transformers) (4.67.1)
Requirement already satisfied: fsspec>=2023.5.0 in /usr/local/lib/python3.11/dist-packages (from huggingface-hub<1.0,>=0.30.0->transformers) (2025.4.26)
Requirement already satisfied: typing-extensions>=3.7.4.3 in /usr/local/lib/python3.11/dist-packages (from huggingface-hub<1.0,>=0.30.0->transformers) (3.4.2)
Requirement already satisfied: charset-normalizer<4,>=2 in /usr/local/lib/python3.11/dist-packages (from requests->transformers) (3.4.2)
Requirement already satisfied: idna<4,>=2.5 in /usr/local/lib/python3.11/dist-packages (from requests->transformers) (3.10)
Requirement already satisfied: urllib3<3,>=1.21.1 in /usr/local/lib/python3.11/dist-packages (from requests->transformers) (2.4.0)
Requirement already satisfied: certifi>=2017.4.17 in /usr/local/lib/python3.11/dist-packages (from requests->transformers) (2025.4.26)
```

```
from transformers import pipeline
```

```
# Load a local Q&A pipeline using a small model
```

```
qa_pipeline = pipeline("question-answering", model="distilbert-base-uncased-distilled-squad")
```

```
# Define your company's FAQ / knowledge base
```

```
knowledge_base = """
```

```
Our latest smartphone, the XPhone 12, features a 6.7-inch OLED display, an A16 Bionic chip, and a 48MP camera.
```

```
Our newest laptop, the PowerBook X, comes with an Intel i9 processor, 32GB RAM, 1TB SSD, and a 16-inch Retina display.
```

```
Customers can track their orders by visiting the order tracking page on our website and entering their tracking number.
```

```
We accept Visa, MasterCard, PayPal, and Apple Pay for online purchases.
```

```
Our return policy allows returns within 30 days of purchase, provided the product is in its original packaging and condition.
```

```
All electronic products include a 1-year limited warranty covering manufacturer defects.
```

```
"""
```

```
# Start a simple chat loop
```

```
print("Customer Support Bot (Offline) is ready. Type 'exit' to stop.")
```

```
while True:
```

```
    question = input("You: ")
```

```
    if question.lower() == 'exit':
```

```
        break
```

```
    result = qa_pipeline(question=question, context=knowledge_base)
```

```
    print("Bot:", result["answer"])
```

```
⚠ /usr/local/lib/python3.11/dist-packages/huggingface_hub/utils/_auth.py:94: UserWarning:
```

```
The secret `HF_TOKEN` does not exist in your Colab secrets.
```

```
To authenticate with the Hugging Face Hub, create a token in your settings tab (https://huggingface.co/settings/tokens), set it as secret
```

```
You will be able to reuse this secret in all of your notebooks.
```

```
Please note that authentication is recommended but still optional to access public models or datasets.
```

```
    warnings.warn(
```

```
config.json: 100% 451/451 [00:00<00:00, 31.2kB/s]
```

```
Xet Storage is enabled for this repo, but the 'hf_xet' package is not installed. Falling back to regular HTTP download. For better perf
```

```
WARNING:huggingface_hub.file_download:Xet Storage is enabled for this repo, but the 'hf_xet' package is not installed. Falling back to r
```

```
model.safetensors: 100% 265M/265M [00:01<00:00, 228MB/s]
```

```
tokenizer_config.json: 100% 48.0/48.0 [00:00<00:00, 3.06kB/s]
```

```
vocab.txt: 100% 232k/232k [00:00<00:00, 5.67MB/s]
```

```
tokenizer.json: 100% 466k/466k [00:00<00:00, 26.2MB/s]
```

```
Device set to use cpu
```

```
Customer Support Bot (Offline) is ready. Type 'exit' to stop.
```

```
You: what is the return policy
```

```
Bot: allows returns within 30 days of purchase
```

```
You: specification of latest laptop
```

```
Bot: PowerBook X
```

```
You: exit
```

