

## ASSIGNMENT – 5

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ROLL NO: 3202007

BATCH: TB1

```
import random
import nltk
from nltk.chat.util import Chat, reflections
```

```
nltk.download("punkt")
```

```
pairs = [
    (r"Hi|Hello|Hey", ["Hello! How can I help you today?", "Hi there! How can I assist you?"]),
    (r"How can I check my account balance?", ["You can check your account balance by logging into your account page or contacting customer support."]),
    (r"Where is my order?", ["To track your order, please enter your order number, and I will help you find it."]),
    (r"What's the status of my order (\d+)?", ["I found your order! It is on its way and should arrive soon."]),
    (r"Thank you|Thanks", ["You're welcome!", "Glad I could help!"]),
    (r"(.*)", ["Sorry, I didn't quite understand that. Can you please rephrase?"]),
]
```

```
pairs.extend([
    (r"What's the return policy?", ["Our return policy allows you to return items within 30 days of purchase."]),
    (r"How do I make a return?", ["You can return items by visiting our return page or by contacting customer support for assistance."]),
    (r"What are your business hours?", ["Our customer support team is available Monday to Friday, from 9 AM to 6 PM."]),
    (r"I forgot my password", ["You can reset your password by clicking on the 'Forgot Password' link on the login page."]),
    (r"Can I change my order?", ["Once an order is placed, it may be too late to make changes. However, please contact customer support, and we will do our best to assist you."]),
    (r"Where is your store located?", ["Our main office is located at 123 Business Rd, City, State. We also have online services available!"]),
    (r"Do you offer international shipping?", ["Yes, we offer international shipping to several countries. Please check our shipping policy for more details."]),
])
```

```

    (r"Can I speak to a human?", ["Sure! Please hold for a moment while I
connect you with a representative."]),
    (r"(.*) refund (.*)", ["Refunds are processed within 7-10 business days after
approval."]),
    (r"How do I contact support?", ["You can contact our customer support team
by emailing support@example.com or calling 1-800-123-4567."]),
    ])

```

```

chatbot = Chat(pairs, reflections)

```

```

def chat():
    print("Hello! I am your customer service chatbot. Type 'quit' to end the
conversation.")

```

```

    while True:
        user_input = input("You: ")

        if user_input.lower() == 'quit':
            print("Goodbye! Have a great day!")
            break

```

```

        response = chatbot.respond(user_input)

```

```

        print(f"Bot: {response}")

```

```

if __name__ == "__main__":
    chat()

```

OUTPUT:

```

student@student-OptiPlex-3020:~$ python3 chatbot_terminal.py
[nltk_data] Downloading package punkt to /home/student/nltk_data...
[nltk_data] Package punkt is already up-to-date!
Hello! I am your customer service chatbot. Type 'quit' to end the conversation.
You: hii
Bot: Hello! How can I help you today?
You: Where is my order?
Bot: To track your order, please enter your order number, and I will help you
find it.
You: What's the return policy?
Bot: Sorry, I didn't quite understand that. Can you please rephrase?

```

You: Can I change my order?

Bot: Sorry, I didn't quite understand that. Can you please rephrase? You: Do you offer international shipping?

Bot: Sorry, I didn't quite understand that. Can you please rephrase? You: Thank you

Bot: You're

welcome! You:

quit

Goodbye! Have a great day!