

# Revolutionizing Customer Support with an Intelligent Chatbot (Using Bitext Gen AI Dataset)

```
# Install necessary libraries
```

```
!pip install transformers
```

```
!pip install pandas
```

```
!pip install gradio
```

```
Collecting semantic-version~=2.0 (from gradio)
  Downloading semantic_version-2.10.0-py2.py3-none-any.whl.metadata (9.7 kB)
Collecting starlette<1.0,>=0.40.0 (from gradio)
  Downloading starlette-0.46.2-py3-none-any.whl.metadata (6.2 kB)
Collecting tomlkit<0.14.0,>=0.12.0 (from gradio)
  Downloading tomlkit-0.13.2-py3-none-any.whl.metadata (2.7 kB)
Requirement already satisfied: typer<1.0,>=0.12 in /usr/local/lib/python3.11/dist-packages (from gradio) (0.15.2)
Requirement already satisfied: typing-extensions~=4.0 in /usr/local/lib/python3.11/dist-packages (from gradio) (4.13.2)
Collecting uvicorn>=0.14.0 (from gradio)
  Downloading uvicorn-0.34.2-py3-none-any.whl.metadata (6.5 kB)
Requirement already satisfied: fsspec in /usr/local/lib/python3.11/dist-packages (from gradio-client==1.9.1->gradio) (2025.3.2)
Requirement already satisfied: websockets<16.0,>=10.0 in /usr/local/lib/python3.11/dist-packages (from gradio-client==1.9.1->gradio) (13.1)
Requirement already satisfied: idna>=2.8 in /usr/local/lib/python3.11/dist-packages (from anyio<5.0,>=3.0->gradio) (3.10)
Requirement already satisfied: sniffio>=1.1 in /usr/local/lib/python3.11/dist-packages (from anyio<5.0,>=3.0->gradio) (1.3.1)
Requirement already satisfied: certifi in /usr/local/lib/python3.11/dist-packages (from httpx>=0.24.1->gradio) (2025.1.31)
Requirement already satisfied: httpcore==1.* in /usr/local/lib/python3.11/dist-packages (from httpx>=0.24.1->gradio) (1.0.9)
Requirement already satisfied: h11>=0.16 in /usr/local/lib/python3.11/dist-packages (from httpcore==1.*->httpx>=0.24.1->gradio) (0.14.0)
Requirement already satisfied: filelock in /usr/local/lib/python3.11/dist-packages (from huggingface-hub>=0.28.1->gradio) (3.18.0)
Requirement already satisfied: requests in /usr/local/lib/python3.11/dist-packages (from huggingface-hub>=0.28.1->gradio) (2.32.3)
Requirement already satisfied: tqdm>=4.42.1 in /usr/local/lib/python3.11/dist-packages (from huggingface-hub>=0.28.1->gradio) (4.67.1)
Requirement already satisfied: python-dateutil>=2.8.2 in /usr/local/lib/python3.11/dist-packages (from pandas<3.0,>=1.0->gradio) (2.9.0)
Requirement already satisfied: pytz>=2020.1 in /usr/local/lib/python3.11/dist-packages (from pandas<3.0,>=1.0->gradio) (2025.2)
Requirement already satisfied: tzdata>=2022.7 in /usr/local/lib/python3.11/dist-packages (from pandas<3.0,>=1.0->gradio) (2025.2)
Requirement already satisfied: annotated-types>=0.6.0 in /usr/local/lib/python3.11/dist-packages (from pydantic<2.12,>=2.0->gradio) (0.7.0)
Requirement already satisfied: pydantic-core==2.33.1 in /usr/local/lib/python3.11/dist-packages (from pydantic<2.12,>=2.0->gradio) (2.33.1)
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Requirement already satisfied: click>=8.0.0 in /usr/local/lib/python3.11/dist-packages (from typer<1.0,>=0.12->gradio) (8.1.8)
Requirement already satisfied: shellingham>=1.3.0 in /usr/local/lib/python3.11/dist-packages (from typer<1.0,>=0.12->gradio) (1.5.4)
Requirement already satisfied: rich>=10.11.0 in /usr/local/lib/python3.11/dist-packages (from typer<1.0,>=0.12->gradio) (13.9.4)
Requirement already satisfied: six>=1.5 in /usr/local/lib/python3.11/dist-packages (from python-dateutil>=2.8.2->pandas<3.0,>=1.0) (1.17.0)
Requirement already satisfied: markdown-it-py>=2.2.0 in /usr/local/lib/python3.11/dist-packages (from rich>=10.11.0->typer<1.0,>=0.12->gradio) (3.0.0)
Requirement already satisfied: pygments<3.0.0,>=2.13.0 in /usr/local/lib/python3.11/dist-packages (from rich>=10.11.0->typer<1.0,>=0.12->gradio) (2.19.1)
Requirement already satisfied: charset-normalizer<4,>=2 in /usr/local/lib/python3.11/dist-packages (from requests->huggingface-hub>=0.28.1->gradio) (3.4.0)
Requirement already satisfied: urllib3<3,>=1.21.1 in /usr/local/lib/python3.11/dist-packages (from requests->huggingface-hub>=0.28.1->gradio) (2.3.0)
Requirement already satisfied: mdurl~=0.1 in /usr/local/lib/python3.11/dist-packages (from markdown-it-py>=2.2.0->rich>=10.11.0->typer<1.0,>=0.12->gradio) (0.1.2)
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Downloading gradio_client-1.9.1-py3-none-any.whl (322 kB)
 322.7/322.7 kB 28.2 MB/s eta 0:00:00
Downloading aiofiles-24.1.0-py3-none-any.whl (15 kB)
Downloading fastapi-0.115.12-py3-none-any.whl (95 kB)
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Downloading groovy-0.1.2-py3-none-any.whl (14 kB)
Downloading python_multipart-0.0.20-py3-none-any.whl (24 kB)
Downloading ruff-0.11.7-py3-none-manylinux_2_17_x86_64_musllinux_1_1_x86_64.whl (11.5 MB)
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Downloading safehttpx-0.1.6-py3-none-any.whl (8.7 kB)
Downloading semantic_version-2.10.0-py2.py3-none-any.whl (15 kB)
Downloading starlette-0.46.2-py3-none-any.whl (72 kB)
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Downloading tomlkit-0.13.2-py3-none-any.whl (37 kB)
Downloading uvicorn-0.34.2-py3-none-any.whl (62 kB)
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Downloading ffmpeg-0.5.0-py3-none-any.whl (6.0 kB)
Downloading pydub-0.25.1-py2.py3-none-any.whl (32 kB)
Installing collected packages: pydub, uvicorn, tomlkit, semantic-version, ruff, python-multipart, groovy, ffmpeg, aiofiles, starlette
Successfully installed aiofiles-24.1.0 fastapi-0.115.12 ffmpeg-0.5.0 gradio-5.27.1 gradio-client-1.9.1 groovy-0.1.2 pydub-0.25.1 p
```

```
# Import Libraries
```

```
import pandas as pd
```

```
import torch
```


```
from transformers import AutoTokenizer, AutoModelForSeq2SeqLM
```

```
import gradio as gr
```

```
# Upload the Twitter Customer Support Dataset
```

```
from google.colab import files
```

```
uploaded = files.upload()
```

 Choose Files

sample.csv

- **sample.csv**(text/csv) - 17357 bytes, last modified: 4/29/2025 - 100% done

Saving sample.csv to sample.csv

```
# Load Dataset
```

```
# Note: Replace 'customer_support_tweets.csv' with the actual uploaded filename if different
```

```
df = pd.read_csv('sample.csv')
```

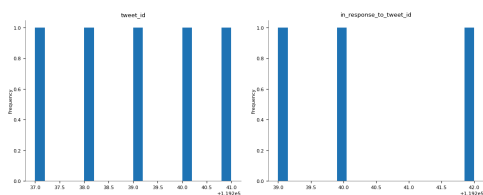
```
# Explore Dataset
```

```
df.head()
```

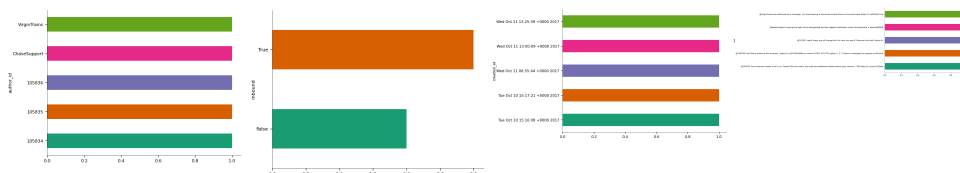


	tweet_id	author_id	inbound	created_at	text	response_tweet_id	in_response_to_tweet_id
0	119237	105834	True	Wed Oct 11 06:55:44 +0000 2017	@AppleSupport causing the reply to be disregar...	119236	NaN
1	119238	ChaseSupport	False	Wed Oct 11 13:25:49 +0000 2017	@105835 Your business means a lot to us. Pleas...	NaN	119239.0
2	119239	105835	True	Wed Oct 11 13:00:09 +0000 2017	@76328 I really hope you all change but I'm su...	119238	NaN
3	119240	VirginTrains	False	Tue Oct 10 15:16:08 +0000 2017	@105836 LiveChat is online at the moment - htt...	119241	119242.0
4	119241	105836	True	Tue Oct 10 15:17:21 +0000 2017	@VirginTrains see attached error message. I've...	119243	119240.0

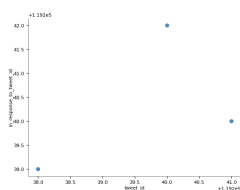
### Distributions



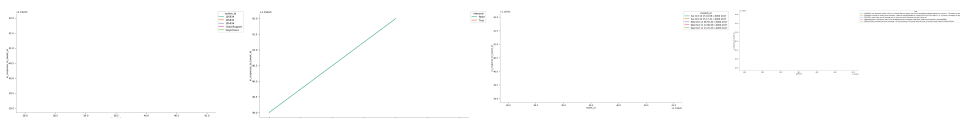
### Categorical distributions



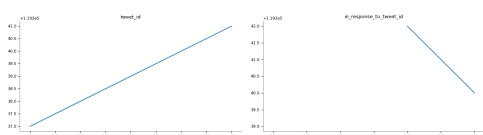
### 2-d distributions



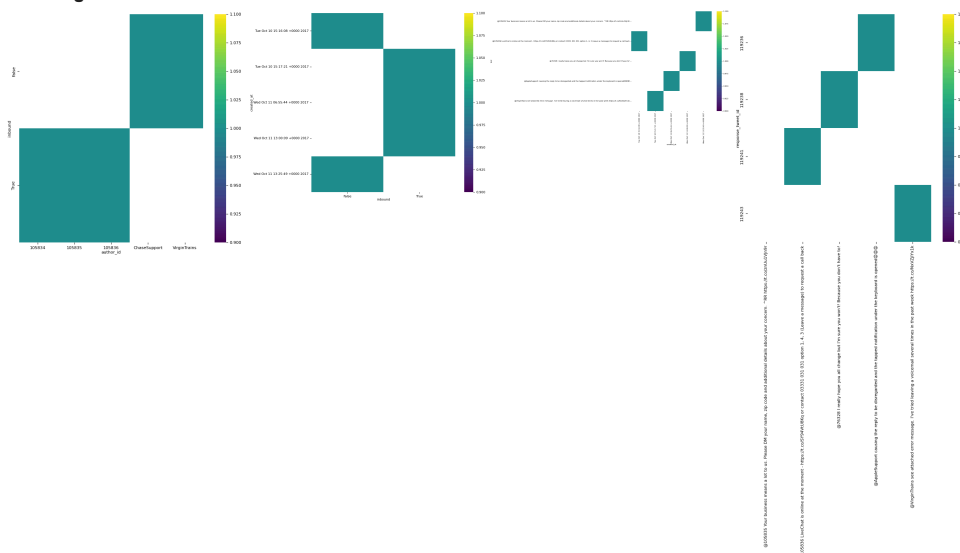
### Time series



### Values



### 2-d categorical distributions



### Faceted distributions

<string>:5: FutureWarning:

Passing `palette` without assigning `hue` is deprecated and will be removed in v0.14.0. Assign the `y` variable to `hue` and set

```
<string>:5: FutureWarning:
```

Passing `palette` without assigning `hue` is deprecated and will be removed in v0.14.0. Assign the `x` variable to `hue` and set

```

10: _____
11:      _____
12:      _____ <string>:5: FutureWarning:

```

Passing `palette` without assigning `hue` is deprecated and will be removed in v0.14.0. Assign the `y` variable to `hue` and set

```
<string>:5: FutureWarning:
```

```
# Preprocess Dataset
# Focus on inbound customer queries only
customer_queries = df[df['inbound'] == True]['text'].dropna().tolist()
```

```
# Load Pre-trained Conversational AI Model
model_name = "facebook/blenderbot-400M-distill"
tokenizer = AutoTokenizer.from_pretrained(model_name)
model = AutoModelForSeq2SeqLM.from_pretrained(model_name)
```

```

/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 :
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(

```

```
# Define Chatbot Response Function
def customer_support_response(user_input):
    inputs = tokenizer([user_input], return_tensors="pt", truncation=True)
    outputs = model.generate(**inputs, max_length=100)
    reply = tokenizer.decode(outputs[0], skip_special_tokens=True)
    return reply
```

#### # Build Credit Web Interface