Chat support system

Create a multiprocess chat support system where a minimal bot responds to a fixed set of text queries (no NLP). In case the bot is not able to answer a query, human support should be able to join in.

This does not have to be web based (but web based implementations are welcome), it can be on the same computer with multiple terminals.

You are free to use any programming language as long as the solution can run on Linux.

Please submit the solution through a Github repository within 24 hours of receiving this problem statement. The solution must contain build and usage instructions.