<!DOCTYPE html>

<html lang=”en”>

<head>

<meta charset=”UTF-8”>

<meta name=”viewport” content=”width=device-width, initial-scale=1.0”>

<title>Virtual Customer Support</title>

<style>

* {

Box-sizing: border-box;

Font-family: ‘Segoe UI’, Tahoma, Geneva, Verdana, sans-serif;

}

Body {

Margin: 0;

Padding: 0;

Background-color: #f5f5f5;

Display: flex;

Justify-content: center;

Align-items: center;

Min-height: 100vh;

}

.support-container {

Width: 90%;

Max-width: 800px;

Background-color: white;

Border-radius: 10px;

Box-shadow: 0 0 20px rgba(0, 0, 0, 0.1);

Overflow: hidden;

Display: flex;

Flex-direction: column;

Height: 80vh;

}

.header {

Background-color: #2c3e50;

Color: white;

Padding: 15px 20px;

Display: flex;

Align-items: center;

}

.header h1 {

Margin: 0;

Font-size: 1.5rem;

}

.header .status {

Margin-left: auto;

Background-color: #27ae60;

Padding: 5px 10px;

Border-radius: 20px;

Font-size: 0.8rem;

}

.chat-area {

Flex: 1;

Padding: 20px;

Overflow-y: auto;

Background-color: #f9f9f9;

}

.message {

Margin-bottom: 15px;

Max-width: 70%;

Padding: 10px 15px;

Border-radius: 18px;

Line-height: 1.4;

Position: relative;

}

.bot-message {

Background-color: #e6e6e6;

Border-top-left-radius: 5px;

Align-self: flex-start;

}

.user-message {

Background-color: #3498db;

Color: white;

Border-top-right-radius: 5px;

Margin-left: auto;

}

.input-area {

Display: flex;

Padding: 15px;

Border-top: 1px solid #eee;

Background-color: white;

}

#user-input {

Flex: 1;

Padding: 10px 15px;

Border: 1px solid #ddd;

Border-radius: 30px;

Outline: none;

Font-size: 1rem;

}

#send-btn {

Background-color: #3498db;

Color: white;

Border: none;

Border-radius: 50%;

Width: 40px;

Height: 40px;

Margin-left: 10px;

Cursor: pointer;

Display: flex;

Justify-content: center;

Align-items: center;

}

#send-btn:hover {

Background-color: #2980b9;

}

.quick-replies {

Display: flex;

Flex-wrap: wrap;

Gap: 10px;

Padding: 10px 15px;

Background-color: white;

Border-top: 1px solid #eee;

}

.quick-reply {

Background-color: #f1f1f1;

Border: none;

Border-radius: 20px;

Padding: 8px 15px;

Font-size: 0.9rem;

Cursor: pointer;

Transition: background-color 0.2s;

}

.quick-reply:hover {

Background-color: #e0e0e0;

}

.timestamp {

Font-size: 0.7rem;

Color: #999;

Margin-top: 5px;

Text-align: right;

}

@media (max-width: 600px) {

.support-container {

Width: 100%;

Height: 100vh;

Border-radius: 0;

}

.message {

Max-width: 85%;

}

}

</style>

</head>

<body>

<div class=”support-container”>

<div class=”header”>

<h1>Customer Support</h1>

<div class=”status”>Online</div>

</div>

<div class=”chat-area” id=”chat-area”>

<!—Messages will appear here 🡪

</div>

<div class=”quick-replies” id=”quick-replies”>

<button class=”quick-reply” data-message=”How do I reset my password?”>Reset password</button>

<button class=”quick-reply” data-message=”I need help with my order”>Order help</button>

<button class=”quick-reply” data-message=”What are your business hours?”>Business hours</button>

<button class=”quick-reply” data-message=”Contact support team”>Contact support</button>

</div>

<div class=”input-area”>

<input type=”text” id=”user-input” placeholder=”Type your message here…” autocomplete=”off”>

<button id=”send-btn”>➤</button>

</div>

</div>

<script>

Document.addEventListener(‘DOMContentLoaded’, function() {

Const chatArea = document.getElementById(‘chat-area’);

Const userInput = document.getElementById(‘user-input’);

Const sendBtn = document.getElementById(‘send-btn’);

Const quickReplies = document.getElementById(‘quick-replies’);

// Initial bot message

setTimeout(() => {

addBotMessage(“Hello! Welcome to our customer support. How can I help you today?”);

}, 500);

// Send message when button is clicked

sendBtn.addEventListener(‘click’, sendMessage);

// Send message when Enter key is pressed

userInput.addEventListener(‘keypress’, function€ {

if (e.key === ‘Enter’) {

sendMessage();

}

});

// Quick reply buttons

Document.querySelectorAll(‘.quick-reply’).forEach(button => {

Button.addEventListener(‘click’, function() {

Const message = this.getAttribute(‘data-message’);

addUserMessage(message);

userInput.value = ‘’;

respondToUser(message);

});

});

Function sendMessage() {

Const message = userInput.value.trim();

If (message !== ‘’) {

addUserMessage(message);

userInput.value = ‘’;

respondToUser(message);

}

}

Function addUserMessage(message) {

Const messageDiv = document.createElement(‘div’);

messageDiv.classList.add(‘message’, ‘user-message’);

messageDiv.textContent = message;

const timestamp = document.createElement(‘div’);

timestamp.classList.add(‘timestamp’);

timestamp.textContent = getCurrentTime();

messageDiv.appendChild(timestamp);

chatArea.appendChild(messageDiv);

scrollToBottom();

}

Function addBotMessage(message) {

Const messageDiv = document.createElement(‘div’);

messageDiv.classList.add(‘message’, ‘bot-message’);

messageDiv.textContent = message;

const timestamp = document.createElement(‘div’);

timestamp.classList.add(‘timestamp’);

timestamp.textContent = getCurrentTime();

messageDiv.appendChild(timestamp);

chatArea.appendChild(messageDiv);

scrollToBottom();

}

Function scrollToBottom() {

chatArea.scrollTop = chatArea.scrollHeight;

}

Function getCurrentTime() {

Const now = new Date();

Return now.toLocaleTimeString([], { hour: ‘2-digit’, minute: ‘2-digit’ });

}

Function respondToUser(message) {

// Simulate typing delay

setTimeout(() => {

const lowerMessage = message.toLowerCase();

if (lowerMessage.includes(‘password’) || lowerMessage.includes(‘reset’)) {

addBotMessage(“To reset your password, please visit our password reset page at example.com/reset-password and follow the instructions.”);

}

Else if (lowerMessage.includes(‘order’) || lowerMessage.includes(‘purchase’)) {

addBotMessage(“For order assistance, please provide your order number. You can also check your order status at example.com/order-status.”);

}

Else if (lowerMessage.includes(‘hour’) || lowerMessage.includes(‘time’) || lowerMessage.includes(‘open’)) {

addBotMessage(“Our customer support is available Monday to Friday, 9:00 AM to 6:00 PM (EST). We’re closed on weekends and public holidays.”);

}

Else if (lowerMessage.includes(‘contact’) || lowerMessage.includes(‘support’) || lowerMessage.includes(‘help’)) {

addBotMessage(“You can contact our support team by email at [support@example.com](mailto:support@example.com) or call us at 1-800-123-4567. Our average response time is 2 business hours.”);

}

Else if (lowerMessage.includes(‘thank’) || lowerMessage.includes(‘thanks’)) {

addBotMessage(“You’re welcome! Is there anything else I can help you with?”);

}

Else if (lowerMessage.includes(‘hello’) || lowerMessage.includes(‘hi’) || lowerMessage.includes(‘hey’)) {

addBotMessage(“Hello! How can I assist you today?”);

}

Else {

addBotMessage(“I’m sorry, I didn’t understand that. Could you please rephrase your question or choose from the quick reply options below?”);

}

}, 1000);

}

});

</script>

</body>

</html>