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COMP318 – UI for Smart Devices

**Simple Chatbot using NLTK**

**Introduction:**

This chatbot serves as Canada Post order tracking support, aimed at assisting users in tracking their orders efficiently. The primary goal is to provide a seamless experience for users to inquire about their order statuses and get prompt assistance by inputting their order numbers. The chatbot's functionality revolves around recognizing specific patterns in user queries related to order tracking.

**Specifications:**

**Order Tracking Support:** The chatbot greets users and welcomes them to the Canada Post order tracking support system, inviting them to seek assistance with their orders.

**Order Number Recognition:** It identifies patterns involving order numbers provided by users and acknowledges the intention to track their orders.

**Inquiry Handling:** It responds appropriately to inquiries about order tracking, asking users for their order numbers to proceed with the tracking process.

**Exit Functionality:** It offers a courteous exit message when users decide to end the conversation.

**Functional Requirements Implementation:**

**Greetings and Welcome Message:**

The chatbot greets users with a welcome message specific to Canada Post order tracking support.

**Order Number Recognition:**

Recognizes and acknowledges user-provided order numbers for tracking purposes.

**Handling User Queries:**

Provides appropriate responses to user queries related to order tracking, prompting users to provide their order numbers.

**Exit Functionality:**

Offers a polite message when users decide to end the conversation, ensuring a positive user experience.

**Technology and Approach:**

**Utilized Library:** The chatbot is built using Python's NLTK library to handle natural language processing tasks.

**Pattern Recognition:** Regular expressions are employed to recognize specific patterns in user inputs related to order tracking queries.