

Special keyword "xnone" holds the rules for default phrases (no match). คำที่ไม่ถูก patterns หรือ rules จะถูกกำหนดไว้ใน xnone เพื่อเป็น default ของโปรแกรม

```
1 initial: Welcome to Car119 service. I'm a support chat. How can I help you today?
2 final: Goodbye. Thank you for talking to me.
3 quit: bye
4 quit: goodbye
5 quit: quit
6 pre: dont don't
7 pre: cant can't
8 pre: wont won't
9 pre: when what
10 pre: certainly yes
11 pre: were was
12 pre: you're you are
13 pre: i'm i am
14 post: am are
15 post: your my
16 post: me you
17 post: myself yourself
18 post: yourself myself
19 post: i you
20 post: you I
21 post: my your
22 post: i'm you are
23 synon: fix mess dilemma fixing
24 synon: service office center
25 synon: sell selling trade
26 synon: help service support advice assistant
27 synon: problem trouble
28 ▼ key: xnone
29 ▼ decomp: *
30 reasmb: I do not understand.
31 reasmb: Please elaborate.
32 reasmb: Please hold.
33 ▼ key: hello
34 decomp: *
35 reasmb: Hello, I'm a support chat. How can I help you today?
36 reasmb: Hello, How can I help you today?
37 ▼ key: hi
38 decomp: *
39 reasmb: goto hello
40 ▼ key: help
41 decomp: help
42 reasmb: You can start conversation to buying or fixing car by typing "start".
43 ▼ key: start
44 decomp: *
45 reasmb: goto want
```

```
46 ▼ key: have
47     decomp: * have @problem *
48     reasmb: Have you tried turning car off and back on ?
49     reasmb: How long has (3) been a problem?
50 ▼ key: problem 3
51     decomp: *
52     reasmb: Have you tried turning car off and back on ?
53     reasmb: How long has (3) been a problem?
54 ▼ key: with
55     decomp: * @problem with *
56     reasmb: When did you first observe (3) to be a problem?
57 ▼ key: because
58     decomp: *
59     reasmb: Is that the real reason ?
60 ▼ key: how
61     decomp: * how to *
62     reasmb: Please consult the manual for more details.
63     decomp: * how long *
64     reasmb: It will take a few minutes.
65     decomp: *
66     reasmb: You can start conversation to buying or fixing car by typing "start".
67
68 ▼ key: chat
69     decomp: *
70     reasmb: You can start conversation to buying or fixing car by typing "start".
71
72 ▼ key: yes
73     decomp: *
74     reasmb: I seem.
75     reasmb: I understand.
76 ▼ key: no
77     decomp: *
78     reasmb: Let's try it or come to Car119 service for support.
79
80 ▼ key: yesterday
81     decomp: *
82     reasmb: Okay.Please hold for staff.
83 ▼ key: ago
84     decomp: *
85     reasmb: Okay. Please hold. I will call the staff.
86 ▼ key: week
87     decomp: *
88     reasmb: Okay. Please hold. I will call the staff.
89
```

```
90 ▼ key: time
91     decomp: *
92     reasmb: Working time 08.00am.to 05.00pm.
93
94 ▼ key: can
95     decomp: * can * @fix *
96     reasmb: No.I can't but I will call the staff to help you.
97     decomp: * can * @help *
98     reasmb: Yes, I can How can I help you.
99
100 ▼ key: want
101     decomp: * want to *
102     reasmb: What would you like to have SUV or Eco car ?
103     decomp: * want suv *
104     reasmb: That is a good idea. Which color you want?
105     decomp: * want Eco *
106     reasmb: Absolutely! Which color you want?
107     decomp: *
108     reasmb: Which service do you need buying or fixing car ?
109 ▼ key: sell 5
110     decomp: *
111     reasmb: Please go to the service center to evaluate the price.
112 ▼ key: selling 5
113     decomp: *
114     reasmb: Please go to the service center to evaluate the price.
115 ▼ key: do 10
116     decomp: do * @sell *
117     reasmb: Yes of couse. Car119 service provide a good price for customer .
118     decomp: do * @fix *
119     reasmb: Yes of couse. Car119 service provide all service .
120 ▼ key: go 2
121     decomp: *
122     reasmb: The service center is at the Bangkok or call the staff.
123
124 ▼ key: location 5
125     decomp: *
126     reasmb: The service center is at the Bangkok or call the staff.
127
```

```
128 ▼ key: suv
129     decomp: *
130     reasmb: For SUV now we have red and black color.Which one do you want?
131 ▼ key: eco
132     decomp: *
133     reasmb: For Eco car now we have only white color.Do you prefer that?
134
135 ▼ key: thanks
136     decomp: *
137     reasmb: You're welcome.
138
139 ▼ key: where
140     decomp: * where * @service *
141     reasmb: The service center is at the Bangkok or call the staff.
142
143
144 ▼ key: fixing
145     decomp: *
146     reasmb: Please consult the manual for more details.
147
148 ▼ key: fix 5
149     decomp: *
150     reasmb: What wrong with you car ?
151
152
153 ▼ key: broke
154     decomp: * broke
155     reasmb: How long has (1) been broken?
156
157 ▼ key: broken
158     decomp: * broken
159     reasmb: How long has (1) been broken?
160
161 ▼ key: red
162     decomp: *
163     reasmb: Please hold for second. I will send you to next department.
164     reasmb: Take a few minutes to next department.
165     reasmb: Wait for staff.
166
167 ▼ key: black
168     decomp: *
169     reasmb: Please hold for second. I will send you to next department.
170     reasmb: Take a few minutes to next department.
171     reasmb: Wait for staff.
```

```

173 key: white
174   decomp: *
175   reasmb: Please hold for second. I will send you to next department.
176   reasmb: Take a few minutes to next department.
177   reasmb: Wait for staff.
178
179 key: buying
180   decomp: * buying *
181   reasmb: Apologize for (2) order. Car199 service Now has only SUV and Eco car.
182   reasmb: What would you like to have SUV or Eco car ?
183   reasmb: Car199 service now has SUV and Eco car.
184
185
186 key: buying
187   decomp: * buying *
188   reasmb: Apologize for (2) order. Car199 service Now has only SUV and Eco car.
189   reasmb: What would you like to have SUV or Eco car ?
190   reasmb: Car199 service now has SUV and Eco car.
191
192 key: service
193   decomp: *
194   reasmb: Best price guarantee.
195   reasmb: Efficient technician.
196
197 key: call 3
198   decomp: *
199   reasmb: Please call 02-426-1230..
200
201 key: telephone 4
202   decomp: *
203   reasmb: Please call 02-426-1230.

```

โดยวิธีการรันจะต้องรันผ่านไฟล์ python

ผ่านการโหลดไฟล์

```

def main():
    eliza = Eliza()
    eliza.load('F:\CPEY.4\TERM2\NLP\HW4\eliza-master\Car.txt')
    eliza.run()

```

2. Screen shots of testing your system (i.e. conversation with your bot)

```
Welcome to Carl19 service. I'm a support chat. How can I help you today?
> Hi
Hello, I'm a support chat. How can I help you today?
> I want to go to the service
The service center is at the Bangkok or call the staff.
> How about office time ?
Working time 08.00am.to 05.00pm.
> telephone number ?
Please call 02-426-1230.
> thanks you
You're welcome.
> Buying new car
Apologize for new car order. Carl199 service Now has only SUV and Eco car.
> Suv car
For SUV now we have red and black color.Which one do you want?
> red
Please hold for second. I will send you to next department.
> Can you fix my gear ?
What wrong with you car ?
> my gear has broken
How long has your gear has been broken?
> last week
Okay. Please hold. I will call the staff.
> thanks
You're welcome.
> What is your service ?
Best price guarantee.
> Okay
I do not understand.
> Selling car
Please go to the service center to evaluate the price.
> I want to sell my car
Please go to the service center to evaluate the price.
> Do you mess a car ?
Yes of couse. Carl19 service provide all service .
> Do you trade old car to a new car ?
Yes of couse. Carl19 service provide a good price for customer .
> How can I go there ?
The service center is at the Bangkok or call the staff.
> Can you fix a carburetor ?
What wrong with you car ?
> cauretor has broke
How long has cauretor has been broken?
> yesterday
```

```
Okay.Please hold for staff.  
> I want some Eco car  
Which service do you need buying or fixing car ?  
> buying  
What would you like to have SUV or Eco car ?  
> Eco car  
For Eco car now we have only white color.Do you prefer that?  
> Yes  
I seem.  
> location  
The service center is at the Bangkok or call the staff.  
> start  
Which service do you need buying or fixing car ?  
> where is the service shop ?  
The service center is at the Bangkok or call the staff.  
> What is your service ?  
Efficient technician.  
> What is your service ?  
Best price guarantee.  
> thanks  
You're welcome.  
>
```