

In [1]:

```
1 import nltk
2 nltk.download('punkt')
3 nltk.download('stopwords')
```

```
[nltk_data] Downloading package punkt to
[nltk_data]   C:\Users\nvign\AppData\Roaming\nltk_data...
[nltk_data]   Package punkt is already up-to-date!
[nltk_data] Downloading package stopwords to
[nltk_data]   C:\Users\nvign\AppData\Roaming\nltk_data...
[nltk_data]   Package stopwords is already up-to-date!
```

Out[1]: True

In [2]:

```
1 import nltk
2 from nltk.tokenize import word_tokenize
3 from nltk.corpus import stopwords
4 responses = {
5     'greeting': 'Hello! How can I assist you today?',
6     'order_status': 'Your order is being processed. Please check your email for updates.',
7     'product_info': 'Our products are made with high-quality materials and are designed to last.',
8     'return_policy': 'You can return any item within 30 days of purchase.',
9     'exit': 'Goodbye! It was nice chatting with you.',
10    'default': 'I didn\'t understand that. Can you please rephrase?'
11 }
12 def handle_message(message):
13     tokens = word_tokenize(message.lower())
14     tokens = [token for token in tokens if token.isalpha() and token not in stopwords.words('english')]
15     intent = determine_intent(tokens)
16     return responses.get(intent, responses['default'])
17 def determine_intent(tokens):
18     if any(word in tokens for word in ['hello', 'hi', 'hey']):
19         return 'greeting'
20     elif any(word in tokens for word in ['order', 'status']):
21         return 'order_status'
22     elif any(word in tokens for word in ['product', 'info']):
23         return 'product_info'
24     elif any(word in tokens for word in ['return', 'policy']):
25         return 'return_policy'
26     elif any(word in tokens for word in ['exit', 'quit', 'bye']):
27         return 'exit'
28     else:
29         return 'default'
30 print('Welcome to our chatbot!')
31 while True:
32     user_input = input('You: ')
33     response = handle_message(user_input)
34     print('Chatbot:', response)
35     if response == responses['exit']:
36         break
```

Welcome to our chatbot!

You: hi

Chatbot: Hello! How can I assist you today?

You: order

Chatbot: Your order is being processed. Please check your email for updates.

You: product

Chatbot: Our products are made with high-quality materials and are designed to last.

You: policy

Chatbot: You can return any item within 30 days of purchase.

You: exit

Chatbot: Goodbye! It was nice chatting with you.