def chatbot\_flow(user\_query):

print("1. User Initiates Chat")

print("2. Chatbot Receives Input")

print(f" ➤ User said: '{user\_query}'")

print("3. NLP Analyzes Query")

# For simplicity, let's define a fake condition

simple\_queries = ["what is your name", "help", "hi", "hello"]

sensitive\_keywords = ["refund", "complaint", "legal", "sensitive"]

if user\_query.lower() in simple\_queries:

print("4. Query is Simple")

print(" ➤ Chatbot Responds from Knowledge Base")

print("7. Log Interaction")

print("8. End")

else:

print("4. Query is Not Simple")

if any(word in user\_query.lower() for word in sensitive\_keywords):

print("5. Query is Sensitive/Complex")

print(" ➤ Escalate to Human Agent")

print(" ➤ Agent Responds")

print("7. Log Interaction")

print("8. End")

else:

print("5. Query is Not Sensitive")

print("6. Request More Info or Redirect")

print("7. Log Interaction")

print("8. End")

# Example

chatbot\_flow("I want a refund")