

```
!pip install flask
```

```
Requirement already satisfied: flask in /usr/local/lib/python3.11/dist-packages (3.1.1)
Requirement already satisfied: blinker>=1.9.0 in /usr/local/lib/python3.11/dist-packages (from flask) (1.9.0)
Requirement already satisfied: click>=8.1.3 in /usr/local/lib/python3.11/dist-packages (from flask) (8.2.0)
Requirement already satisfied: itsdangerous>=2.2.0 in /usr/local/lib/python3.11/dist-packages (from flask) (2.2.0)
Requirement already satisfied: jinja2>=3.1.2 in /usr/local/lib/python3.11/dist-packages (from flask) (3.1.6)
Requirement already satisfied: markupsafe>=2.1.1 in /usr/local/lib/python3.11/dist-packages (from flask) (3.0.2)
Requirement already satisfied: werkzeug>=3.1.0 in /usr/local/lib/python3.11/dist-packages (from flask) (3.1.3)
```

```
from flask import Flask, request, jsonify
import threading
```

```
app = Flask(__name__)
```

```
orders = {
    "12345": "Shipped",
    "11223": "Delivered",
}
```

```
def get_bot_response(user_input):
    user_input = user_input.lower().strip()

    if user_input in ["hello", "hi", "hey"]:
        return "Hello! Welcome to our support. How can I assist you today?"
    elif "refund" in user_input:
        return "Sure, I can help with that. Please provide your order ID."
    elif "track order" in user_input or "order status" in user_input:
        return "Please share your order ID to check the status."
    elif user_input.isdigit():
        if user_input in orders:
            return f"Your order #{user_input} is currently: {orders[user_input]}."
        else:
            return "Sorry, I couldn't find that order ID."
    elif "thank" in user_input:
        return "You're welcome! Let me know if you need anything else."
    elif "bye" in user_input:
        return "Goodbye! Have a great day."
    else:
        return "I'm not sure I understand. Could you please rephrase?"
```

```
@app.route('/chat', methods=['POST'])
def chat():
    data = request.get_json()
    message = data.get("message", "")
    response = get_bot_response(message)
    return jsonify({"response": response})
```

```
# Run Flask in a separate thread so it doesn't block the notebook
```

```
def run_app():
    app.run(host='0.0.0.0', port=5000)
```

```
threading.Thread(target=run_app).start()
```

```
* Serving Flask app '__main__'
* Debug mode: off
```

```
import requests
import time
```

```
# Wait a moment for the Flask app to start
time.sleep(2)
```

```
url = "http://127.0.0.1:5000/chat"
```

```
test_messages = [
    "Hello",
    "I want a refund",
    "Track order",
    "12345",
    "11223",
    "99999",
    "Thank you",
    "bye"
```

```

    bye ,
    "Random message"
]

for msg in test_messages:
    response = requests.post(url, json={"message": msg})
    print(f"User Input: {msg}\nChatbot Output: {response.json()['response']}\n")

```

```

INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
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INFO:werkzeug:127.0.0.1 - - [18/May/2025 14:33:46] "POST /chat HTTP/1.1" 200 -
User Input: Hello
Chatbot Output: Hello! Welcome to our support. How can I assist you today?

User Input: I want a refund
Chatbot Output: Sure, I can help with that. Please provide your order ID.

User Input: Track order
Chatbot Output: Please share your order ID to check the status.

User Input: 12345
Chatbot Output: Your order #12345 is currently: Shipped.

User Input: 11223
Chatbot Output: Your order #11223 is currently: Delivered.

User Input: 99999
Chatbot Output: Sorry, I couldn't find that order ID.

User Input: Thank you
Chatbot Output: You're welcome! Let me know if you need anything else.

User Input: Bye
Chatbot Output: Goodbye! Have a great day.

User Input: Random message
Chatbot Output: I'm not sure I understand. Could you please rephrase?

```