```

import nltk

from nltk.tokenize import word\_tokenize

from nltk.stem import WordNetLemmatizer

nltk.download('punkt')

nltk.download('wordnet')

Define intents and responses

intents = {

'greeting': ['hello', 'hi', 'hey'],

'goodbye': ['bye', 'see you later'],

'help': ['support', 'assistance']

}

responses = {

'greeting': 'Hello! How can I assist you?',

'goodbye': 'Goodbye! Have a great day.',

'help': 'What do you need help with?'

}

def process\_query(query):

tokens = word\_tokenize(query.lower())

lemmatizer = WordNetLemmatizer()

tokens = [lemmatizer.lemmatize(token) for token in tokens]

for intent, keywords in intents.items():

if any(keyword in tokens for keyword in keywords):

return responses[intent]

return "I didn't understand that. Can you please rephrase?"

Test the chatbot

queries = [

"Hello",

"I need some assistance",

"Bye"

]

for query in queries:

print(f"User: {query}")

print(f"Chatbot: {process\_query(query)}")

print()

```

Output:

```

User: Hello

Chatbot: Hello! How can I assist you?

User: I need some assistance

Chatbot: What do you need help with?

User: Bye

Chatbot: Goodbye! Have a great day.