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<!doctype html>
<html lang="en">
<head>
  <meta charset="utf-8" />
  <meta name="viewport" content="width=device-width,initial-scale=1" />
  <title>Customer Support Chatbot</title>
  <style>
    :root{--bg:#f4f7fb;--card:#ffffff;--accent:#2563eb;--muted:#6b7280}
    body{font-family:Inter, ui-sans-serif, system-ui, -apple-system, "Segoe UI", Roboto,
"Helvetica Neue", Arial; background:var(--bg); margin:0; padding:24px; display:flex; align-
items:center; justify-content:center; min-height:100vh;}
    .chat-app{width:100%; max-width:820px; box-shadow:0 10px 30px rgba(2,6,23,0.08); border-
radius:12px; overflow:hidden; display:grid; grid-template-columns:320px 1fr;
background:var(--card);}
    .sidebar{background:linear-gradient(180deg,#f8fafc,#ffffff); padding:18px; border-right:1px
solid #eef2f7;}
    .sidebar h2{margin:0 0 8px 0; font-size:16px;}
    .conversations{margin-top:12px; display:flex; flex-direction:column; gap:8px;}
    .conv{padding:10px; border-radius:8px; cursor:pointer; font-size:14px; color:var(--muted);}
    .conv.active{background:rgba(37,99,235,0.08); color:var(--accent);}
    .chat-area{display:flex; flex-direction:column; height:540px;}
    .header{padding:16px 18px; border-bottom:1px solid #eef2f7; display:flex; align-
items:center; gap:12px;}
    .messages{flex:1; padding:20px; overflow:auto; background:linear-
gradient(180deg,#f7fafc,#fbfdff);}
    .message{max-width:70%; margin-bottom:12px; padding:10px 14px; border-radius:12px; font-
size:14px; line-height:1.35;}
    .bot{background:#eef2ff; color:#0b3b93; border-bottom-left-radius:4px;}
    .user{background:#0b3b93; color:#fff; margin-left:auto; border-bottom-right-radius:4px;}
    .input-area{padding:14px; border-top:1px solid #eef2f7; display:flex; gap:8px; align-
items:center;}
    .input-area input{flex:1; padding:10px 12px; border-radius:8px; border:1px solid #e6eefc;
font-size:14px;}
    .btn{background:var(--accent); color:white; padding:10px 14px; border-radius:8px;
border:none; cursor:pointer;}
    .small{font-size:12px; color:var(--muted); margin-top:6px;}
    @media (max-width:800px){ .chat-app{grid-template-columns:1fr;} .sidebar{display:none;} }
  </style>
</head>
<body>
  <div class="chat-app" role="application" aria-label="Customer support chat">
    <aside class="sidebar" aria-hidden="false">
      <h2>Support</h2>
      <div class="small">Available 9:00 – 18:00 (Mon-Fri)</div>
      <div class="conversations">
        <div class="conv active">General Support</div>
        <div class="conv">Billing</div>
        <div class="conv">Technical</div>
      </div>
    </aside>

    <main class="chat-area">
      <div class="header">
        <div>
          <strong>Customer Support Bot</strong>
          <div class="small">We reply instantly. Try asking: "How do I reset my
password?"</div>
        </div>
      </div>

      <div class="messages" id="messages" aria-live="polite">
        <div class="message bot" data-role="bot">Hi! I'm SupportBot – how can I help you
today?</div>
      </div>

      <div class="input-area">
        <input id="userInput" type="text" placeholder="Type your message here..." aria-
label="Message input" />
        <button id="sendBtn" class="btn">Send</button>
      </div>
    </main>
  </div>

  <script>
    // Simple front-end chatbot logic (no backend). For production, connect to your server/API.
  </script>

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const messagesEl = document.getElementById('messages');
const inputEl = document.getElementById('userInput');
const sendBtn = document.getElementById('sendBtn');

function appendMessage(text, cls='bot') {
  const div = document.createElement('div');
  div.className = 'message ' + cls;
  div.textContent = text;
  messagesEl.appendChild(div);
  messagesEl.scrollTop = messagesEl.scrollHeight;
}

function botResponse(userText) {
  // Very small rule-based responder. Replace with call to server or LLM API.
  const t = userText.toLowerCase();
  if (/refund|return/.test(t)) return 'I can help with refunds. Please provide your order ID.';
  if (/password|reset/.test(t)) return 'To reset your password, go to Settings → Account → Reset password. Need a link?';
  if (/price|cost|charge/.test(t)) return 'You can view pricing details on our Pricing page: /pricing';
  if (/hello|hi|hey/.test(t)) return 'Hello! ■ How can I assist you today?';
  if (/thanks|thank/.test(t)) return 'You\'re welcome! Anything else I can help with?';
  // default fallback
  return "I'm not sure about that – would you like me to connect you with a human agent?";
}

function sendMessage() {
  const text = inputEl.value.trim();
  if (!text) return;
  appendMessage(text, 'user');
  inputEl.value = '';
  // Small delay to simulate thinking
  setTimeout(() => {
    const reply = botResponse(text);
    appendMessage(reply, 'bot');
  }, 500);
}

sendBtn.addEventListener('click', sendMessage);
inputEl.addEventListener('keydown', (e) => { if (e.key === 'Enter') sendMessage(); });

// Accessibility: allow focusing send with Ctrl+Enter
inputEl.addEventListener('keydown', (e)=>{ if(e.ctrlKey && e.key==='Enter'){ sendMessage(); } });
</script>
</body>
</html>

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