

ASSIGNMENT-6

CODE:

```
▶ import random

print("Nova: Hi there! I'm Nova, your virtual shopping assistant")
print("I can help you with orders, returns, payments, and product info.")
print("Type 'exit' anytime to end our chat.\n")

responses = {
    "order": [
        "Could you share your order ID so I can look it up?",
        "Sure! Please provide the order number you're checking.",
        "Happy to help! What's your order ID?"
    ],
    "return": [
        "Returns are easy! You can request one within 7 days of delivery.",
        "No worries – I'll guide you through the return process. Could you tell me the product name?",
        "Got it! We accept returns within 7 days. Shall I start the request?"
    ],
    "payment": [
        "We accept UPI, credit/debit cards, and net banking – which would you prefer?",
        "Payments are secure here! Choose from UPI, cards, or net banking.",
        "Sure! We support multiple payment options including UPI and cards."
    ],
    "product": [
        "Please tell me the product name or category you're curious about.",
        "Could you specify the item you're interested in?",
        "Happy to help! Which product are you looking for more details on?"
    ],
    "default": [
        "Hmm... I didn't quite catch that. Could you rephrase?",
        "I'm not sure I understand. Maybe try asking about orders, returns, or payments?",
        "That's a bit beyond my knowledge. Could you ask something related to your shopping?"
    ]
}

while True:
    user_input = input("You: ").lower()

    if "exit" in user_input or "bye" in user_input:
        print("Nova: It was great assisting you! Have a fantastic day ")
        break
    elif "order" in user_input:
        print("Nova:", random.choice(responses["order"]))
    elif "return" in user_input or "refund" in user_input:
        print("Nova:", random.choice(responses["return"]))
    elif "payment" in user_input or "pay" in user_input:
        print("Nova:", random.choice(responses["payment"]))
    elif "product" in user_input or "details" in user_input:
        print("Nova:", random.choice(responses["product"]))
    else:
        print("Nova:", random.choice(responses["default"]))
```

OUTPUT:

✉ Nova: Hi there! I'm Nova, your virtual shopping assistant
I can help you with orders, returns, payments, and product info.
Type 'exit' anytime to end our chat.

You: hello
Nova: Hmm... I didn't quite catch that. Could you rephrase?
You: order
Nova: Sure! Please provide the order number you're checking.
You: i want to return something
Nova: Returns are easy! You can request one within 7 days of delivery.
You: i want to checkmy order
Nova: Sure! Please provide the order number you're checking.
You: exit
Nova: It was great assisting you! Have a fantastic day