import nltk

from nltk.chat.util import Chat, reflections

# Download necessary NLTK data

nltk.download('punkt')

# Define pairs of patterns and responses

pairs = [

[

r"hi|hello|hey",

["Hello! How can I assist you today?", "Hi there! How can I help you?"]

],

[

r"what is your name\??",

["I am a chatbot created to help you with your queries."]

],

[

r"how are you\??",

["I'm just a bot, so I don't have feelings, but thanks for asking!"]

],

[

r"what can you do for me\??",

["I can help you with information about our products, services, and more. Just ask!"]

],

[

r"tell me about your products",

["We offer a wide range of products including electronics, clothing, and home goods. What are you interested in?"]

],

[

r"do you have (.\*) in stock\??",

["Let me check that for you. Can you please provide the product name or ID?"]

],

[

r"how can I return a product\??",

["You can return a product by visiting our returns page on our website or contacting our customer service."]

],

[

r"what is your return policy\??",

["Our return policy allows you to return products within 30 days of purchase. Please ensure the product is in its original condition."]

],

[

r"thank you|thanks",

["You're welcome! Let me know if you need further assistance."]

],

[

r"bye|goodbye",

["Goodbye! Have a great day!", "Bye! Come back soon!"]

],

[

r"(.\*)",

["I'm sorry, I didn't understand that. Can you please rephrase your question?"]

]

]

# Create a Chat object

chatbot = Chat(pairs, reflections)

# Function to start the chat

def start\_chat():

print("Hello! I'm your customer service chatbot. How can I assist you today?")

while True:

user\_input = input("You: ")

if user\_input.lower() in ["exit", "quit", "bye"]:

print("Chatbot: Goodbye! Have a great day!")

break

response = chatbot.respond(user\_input)

print(f"Chatbot: {response}")

# Start the chatbot

if \_\_name\_\_ == "\_\_main\_\_":

start\_chat()