**Problem Definition:**

The challenge is to create a chatbot in Python that provides exceptional customer service, answering user queries on a website or application. The objective is to deliver high-quality support to users, ensuring a positive user experience and customer satisfaction**.**

**Design Thinking:**

**Functionality:** Define the scope of the chatbot's abilities, including answering common questions, providing guidance, and directing users to appropriate resources.

**User Interface:** Determine where the chatbot will be integrated (website, app) and design a user-friendly interface for interactions**.**

**Natural Language Processing (NLP):** Implement NLP techniques to understand and process user input in a conversational manner.

**Responses:** Plan responses that the chatbot will offer, such as accurate answers, suggestions, and assistance**.**

**Integration:** Decide how the chatbot will be integrated with the website or app.

**Testing and Improvement:** Continuously test and refine the chatbot's performance based on user interactions.