

Building a website selling technology products integrated with an AI chatbot for customer support and request handling.

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Abstract: The topic focuses on building an e-commerce website system with an integrated chatbot based on artificial intelligence (AI). The context for proposing the topic stems from the practical need to modernize customer support services in the information technology industry. The main objective of this research is to develop an effective solution to optimize communication and customer request processing through a chatbot integrated into the website. The applied methodology includes combining theoretical research with experimentation to ensure the quality and reliability of the system. The expected results of the topic not only contribute to improvements in the information technology industry but also bring practical benefits to businesses and customers.

Keywords: Website selling products, AI chatbot, customer support, e-commerce, artificial intelligence