

Building an AI-integrated hotel management system to support customers.

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Abstract: In the context of the rapid development of information technology, building a hotel management system integrated with artificial intelligence (AI) to enhance service quality and customer experience has become an inevitable trend. This topic focuses on the goal of designing and deploying an AI system to support customers through online channels such as websites, mobile applications, and chatbots, with the ability to handle issues quickly and efficiently. The research methodology includes collecting real data from representative hotels, analyzing customer trends, and building an AI-based model to automate service processes. The results of this topic not only contribute to the field of hotel management but also open up many opportunities for applying AI technology in the service industry.

Keywords: Hotel management, Artificial Intelligence (AI), Customer support, Chatbot, Customer service