

Building an e-commerce website system integrated with an AI Chatbot.

Vy Van Hieu

Abstract: In the era of rapid digitalization, building an e-commerce website system integrated with an AI Chatbot is extremely necessary to enhance user experience and optimize transaction processes. This topic aims to research and deploy an AI Chatbot system capable of automatically handling common customer inquiries, thereby reducing the workload for sales staff while increasing interactivity on the website. The approach combines requirement analysis and user interface design with practical deployment based on modern AI technology. The expected result is an efficient, flexible system with the ability to learn from data, making a significant contribution to the development of smart e-commerce.

Keywords: AI Chatbot, E-commerce, Website system, Applied research, Artificial intelligence technology