

Building a sales management and electronic payment application for small retail businesses integrating AI to support customer consultation.

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Abstract: In the context of rapid digitalization, applying technology to sales management and payment for small retail businesses is essential. This project aims to build an electronic application system integrated with artificial intelligence (AI) to support customer consultation. Through practical research, the project combines theoretical and experimental methods to implement features for sales management, online payment, and AI to optimize the user experience for small businesses. The expected results will bring significant efficiency in improving business performance and service quality, contributing to the sustainable development of the e-commerce industry.

Keywords: Electronic application, sales management, AI-assisted consulting, small retail businesses, e-commerce