

Developing an online beverage ordering system integrated with an AI chatbot for customer consultation.

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Abstract: This topic focuses on developing an online sales system for the beverage industry, including consultation features from an AI chatbot. The context of the topic is based on the increasing demand for automation in customer service within the food and beverage sectors. The objective of the research is to build a versatile system that optimizes the shopping experience for customers while reducing the service workload for sales staff. The method applied combines AI theory with experimental deployment of a chatbot application in an online sales system. The expected result is a flexible, efficient solution that enhances customer satisfaction and strengthens the competitive capacity of businesses.

Keywords: Online sales system, AI Chatbot, Application research