

Building an online sales system integrated with an AI Chatbot for a coffee shop.

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Abstract: In the context of increasingly digital business transformation, building an online sales system integrated with an AI Chatbot to optimize customer experience and enhance operational efficiency at coffee shops is considered a necessary solution. This project aims to develop an online sales system through an AI Chatbot application to support fast and convenient shopping transactions for customers and help store owners manage orders more effectively. The research method combines AI Chatbot theory with experimental deployment at a real store. The expected results will bring significant application value in the coffee business sector, contributing to the digital technology development of the e-commerce industry.

Keywords: AI Chatbot, online sales, coffee shop