

AI-integrated delivery system supports service quality evaluation.

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Abstract: In the context of the strong development of information technology and artificial intelligence (AI), improving the quality of freight transport services has become urgent. This topic focuses on building an AI-integrated delivery system to automate the process of evaluating service quality based on real data from the delivery process. The objective of the topic is to develop and test an approach that combines research theory with practical application to enhance operational efficiency in the freight transport sector. Expected results from this project include providing innovative technical solutions, significantly improving service quality, and promoting the development of AI technology in the logistics industry.

Keywords: Delivery system, Artificial Intelligence (AI), Service quality assessment, Information technology, Logistics