

Developing an online bonsai sales system integrating AI and Chatbot technology for customer consultation support.

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Abstract: In the context of increasing demand for owning ornamental plants, developing an online plant sales system integrated with AI and Chatbot technology to enhance customer experience has become an urgent requirement. This project aims to build an e-commerce system for ornamental plants combined with a Chatbot that provides consultation support through artificial intelligence. Through theoretical and experimental research, this project not only addresses the issue of the lack of an intuitive interface for customers but also contributes to improving the efficiency of after-sales services through personalized suggestions from the Chatbot. The expected outcome of the project is a versatile, user-friendly system capable of automating the customer consultation process.

Keywords: E-commerce system, AI technology, Chatbot, online bonsai, after-sales service