

Build a computer sales website for Thế Giới Di Động – Thái Nguyên, integrated with a customer support chatbot.

Dao Van Vu

Abstract: In the context of e-commerce development, this topic focuses on building a website specializing in computer sales for The Gioi Di Dong Company Limited in Thai Nguyen city. The reason for choosing this topic is to meet the increasing demand for online shopping and optimize customer experience through the integration of a chatbot support system. The objective of the research is to design, deploy, and test a website solution integrated with a chatbot to enhance sales performance and serve customers better. The approach includes requirement analysis, user interface design, system development, and functional testing. The expected results will bring convenience to customers as well as effective business support for The Gioi Di Dong Company Limited.

Keywords: Computer sales website, Chatbot, E-commerce, Thai Nguyen, Application testing