Title : Chat-Based Ordering For Beverage Shops

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ABSTRACT

This project presents an intelligent beverage ordering and management system developed for the Faculty of Science, Chiang Mai University. The system integrates the LINE Messaging API, a Large Language Model (LLM), and Google Sheets to automate order processing through natural language interaction. Customers can place multi-item beverage orders via LINE, and the LLM extracts structured information such as drink type, size, quantity, sweetness level, ice level, toppings, and special preparation notes. The system performs automatic price calculation, order confirmation, and real-time status tracking.

Order records are stored and managed through Google Sheets, which functions as a cloud-based database and supports dashboard-based sales analytics, including daily summaries and top-selling items.

By combining conversational AI, cloud APIs, and lightweight web technologies, this project demonstrates a scalable and cost-effective digital ordering solution that enhances operational efficiency, reduces manual errors, and improves customer service within an academic and institutional environment.