A Web - Based Message and Order Management System Integrated with LINE Official Account on the Order Plus Platform

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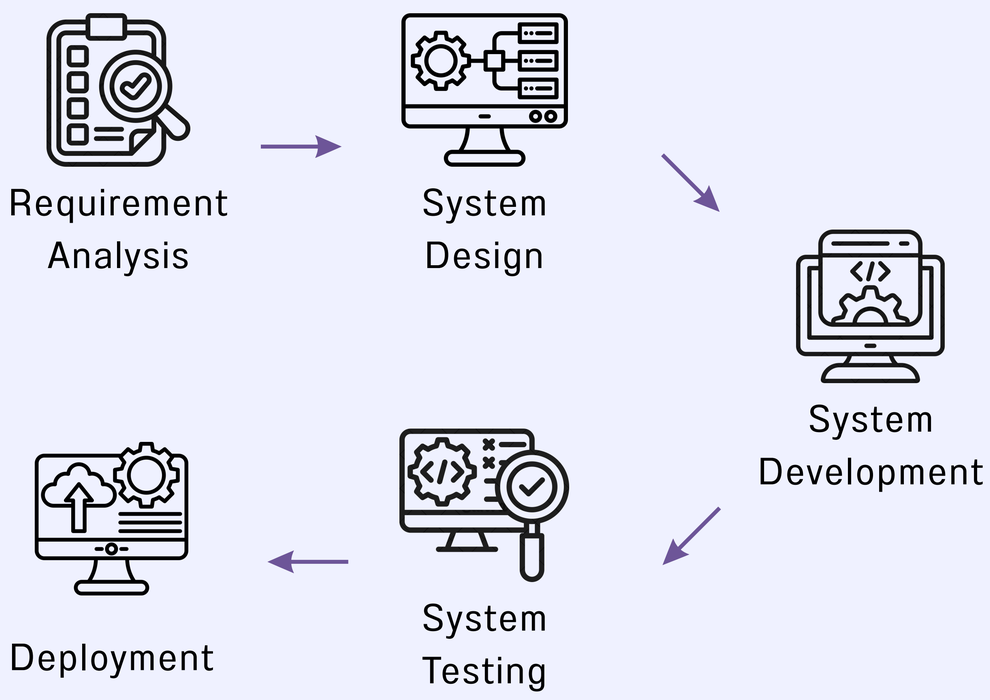
ABSTRACT

This cooperative education project presents the development of a web-based message and order management system integrating LINE Official Account with the Order Plus platform by BINDZER TECH CO., LTD. The system addresses operational inefficiencies caused by switching between platforms for customer communication and order processing. By providing a unified chat interface, merchants can manage conversations and orders within a single system, thereby reducing workflow interruptions and minimizing data recording errors. The system was developed using Vue.js for the frontend and Nest.js for backend services, with TypeScript ensuring data consistency and security. MongoDB was employed as a NoSQL database to support scalable data storage. The results demonstrate that the system enhances response efficiency, streamlines order management processes, and improves overall operational performance for online merchants.

INTRODUCTION

Currently, online commerce relies heavily on instant messaging platforms for communication between merchants and customers. LINE Official Account is widely used for its convenience and rapid interaction. However, merchants using the Order Plus system by BINDZER TECH CO., LTD. must switch between multiple platforms to manage messages and orders, leading to workflow interruptions and potential data inconsistency. This project proposes a web-based system integrating LINE Official Account with the Order Plus platform to unify communication and order management within a single interface. The system reduces redundant processes, improves response efficiency, and supports structured storage of customer and order information.

METHODOLOGY



TECHNOLOGY

Frontend
Vue.js
Figma

Backend
Nest.js
TypeScript

Database
MongoDB

API Testing
Postman

Development
VS Code
Github

CONCLUSION

This project successfully developed a web-based message and order management system integrating LINE Official Account with the Order Plus platform by BINDZER TECH CO., LTD. The system enables merchants to manage customer conversations and order information within a unified interface, reducing the need to switch between multiple platforms. The results indicate that the proposed system improves operational efficiency, minimizes data recording errors, and enhances response speed in customer communication. Furthermore, the structured storage of chat histories and order records supports systematic data management and future analysis. Overall, the system demonstrates its potential to effectively support online merchants in streamlining their communication and order management processes.