Chatbot Functionalities Implemented

1. AI-Powered Customer Support

- Integrated with **Google Gemini AI (2.5 Flash)**
- Answers customer questions in real time
- Uses café-specific knowledge (menu, hours, location, services)
- Prevents hallucination by using strict system instructions

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2. Website-Integrated Floating Chatbot

- Floating chatbot icon fixed at bottom-right
- Opens/closes smoothly without page reload
- Available across the website (dashboard/homepage)

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3. Smart Greeting System

- Time-based greeting:
  - Morning → Breakfast greeting
  - Afternoon → Lunch/Coffee greeting
  - Evening → General greeting
- Makes chatbot feel human and welcoming

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4. Predefined Quick Suggestions (Suggestion Chips)

- Clickable quick questions such as:
  - Menu
  - Opening Hours
  - Location
  - Today's Specials
- Reduces typing effort for users

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5. Food Image Sharing Inside Chat 🖼️

- Detects photo-related queries like:
  - "Show me breakfast"
  - "Show coffee images"
- Displays **2–3 food images** inside chat
- Images are **clickable thumbnails**
- Supports categories:
  - Breakfast
  - Brunch
  - Lunch
  - Coffee
  - Baked Goods

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6. Call-to-Action Buttons in Chat

- One-click actions inside chatbot:
  - 📞 Call the café
  - 📍 Open Google Maps location
  - 🍽️ Go to Catering section

- Improves conversion and customer flow

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7. Lead Capture & Customer Details Collection
- Smart lead capture after meaningful interaction
- Asks user:
  - Name
  - Phone number or email
- Fully conversational (non-forced)
- Ready for backend/CRM integration

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8. Typing Indicator Animation
- Shows animated typing dots while AI responds
- Improves realism and user experience

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9. Message Timestamps
- Each message shows time sent
- Helps users track conversation flow

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10. Clear Chat Option
- "Clear chat" button available
- Resets conversation to fresh state
- Re-loads greeting, suggestions, and CTAs

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11. Error Handling & Fallback Safety
- Graceful error messages if API fails
- Safe fallback responses when data is unavailable
- Never provides false or guessed information

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12. Mobile-Responsive Chatbot
- Fully responsive design
- On mobile:
  - Chatbot opens in full screen
  - Optimized input and scrolling
- Works smoothly on all screen sizes

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13. Clean Frontend-Only Architecture
- Built using:
  - HTML
  - CSS
  - JavaScript
- No page reloads
- Lightweight and fast performance