Design Of Chatbot Helpdesk For Student Information Services At The United Mini Bank Laboratory IBI Kesatuan

Yanto Hermawan[1], Sinta Listari[2], Intan Pematasari[3], Rafa Nur Adilah[4]

[1,3]*Information Systems Department, Institut Bisnis dan Informatika Kesatuan, Bogor, Indonesia*
[2,4]*Banking and Finance Department, Institut Bisnis dan Informatika Kesatuan, Bogor, Indonesia*

*Corresponding author email: anto@ibik.ac.id

Abstract

Mini Bank Laboratory has used information technology in the form of applications to facilitate learning activities at the Mini Bank Laboratory. The Chabot application is presented on a website where the helpdesk service is the first thing users look for when experiencing problems or needing information and assistance with information. However, Mini Bank Laboratory does not yet have a helpdesk service to provide services to users. Therefore, a helpdesk chatbot application was created that can answer questions about the use of chatbot applications in the system. This chatbot uses web technology, algorithms for matching sentence patterns and forward chaining methods as a reasoning method when the questions given require certain conditions to be answered. The software development methodology used is the Prototyping method and application testing using the Black Box method. This research produces a Chatbot Helpdesk application that can help users by answering questions about using applications in the Chatbot System.

Keywords: helpdesk, chatbot, mini bank laboratory

Selected References

Sommerville, Ian (2009). Software Engineering Ninth Edition, Pearson

Kusumadewi, Sri (2003). Artificial Intelegence (Teknik dan Aplikasinya), Graha Ilmu, Yogyakarta

Jogiyanto. (2003). Analisis dan Sistem Informasi. Yogyakarta: Andi.

Wardana. 2010. Menjadi Master Php dengan Framework Codeigniter. Jakarta (ID): PT. Elex Media Komputindo.

E. Wijaya and P. Pebriantara, "Rancangan Bangun Aplikasi Pembelajaran dengan Memanfaatkan Chatbot API Dialogflow dan Moodle Berbasis Android Pada SMA IT ALIA Tangerang," *@is Best [Accounting Inf. Syst. Inf.Technol.Bus. Enterp.*, vol. 3, no. 2, pp. 328–335, 2018

E. Shawar, B.A., & Atwell, "Chatbot: are they really usefull?," *LDV Forum*, vol. 22, no. 1, pp. 29–49, 2007