

ABSTRACT

DESIGN AND DEVELOPMENT OF CHATBOT INFORMATION SYSTEM FOR ACADEMIC ADMINISTRATION ON FACULTY X UNIVERSITY Y WITH GOOGLE DIALOGFLOW

In a higher education programme, especially University consists of various study programs, each of which has a related academic administration services to help student's needs. The main purpose of Academic Administration services is to guide and assist new and old students to get information relating to things that are related to department and college programs. One of the big problem is that a large number of students have a really busy schedules as such that they are having difficulties in getting relevant information quickly and efficiently. Therefore, in this final project a solution is proposed to assist academic administrative information services in a study program with the concept of making a *chatbot* system. *Automation* of this service starts from the needs to get answers for all general information relating to the respective departments such as student's subject (KRS) retrieval schedules, Student's Card Information (KSM), general information about the campus, registration or enquiries of Orientation week and other general matters. This service is facilitated using the help of *Facebook Messenger* Application and the *LINE* chat application. *Facebook Messenger* and *LINE* applications were chosen because these applications are free, lightweight, and used by the majority of students as an online chat platform and also because these applications support multiplatform with the growth of API Bot. *Google Dialogflow* is chosen as the framework for facilitating the basis uses of Natural Language Processing. This Chatbot System application is made using the System Development Cycle Waterfall Model methodology. The results of the chatbot system created can help students to get general information about academic administration services 24 hours a day wherever and whenever just by using an online chat platform without having to always be available for assistance staff from academics.

Keywords : Chatbot, Automation, Facebook Messenger, LINE, Google Dialogflow