

DAFTAR PUSTAKA

- Akbar, M. M., & Parvez, N. (2009). Impact of Service Quality, Trust, and Customer Satisfaction on Customers Loyalty. *ABAC Journal Vol. 29, No. 1*, 24-38.
- Ambyssoft Inc. (2014). *An Introduction to Agile Modeling, Agile Modeling Best Practices, Frequently Asked Questions (FAQ)*. Diambil kembali dari Agile Modelling: <http://www.agilemodeling.com/>
- Antonio, H., & Safriadi, N. (2012). Rancang Bangun Sistem Informasi Administrasi Informatika (SI-ADIF). *Jurnal ELKHA*, 12-14.
- Dimensional Research. (2013, April). *The impact of customer service on customer lifetime value*. Diambil kembali dari Zendesk: <http://www.zendesk.com/resources/customer-service-and-lifetime-customer-value>
- Gori, A. (2013, April 9). *Does good customer service really matter?* Diambil kembali dari Zendesk: <http://www.zendesk.com/blog/good-customer-service-defined/>
- Habib, M. (2013, Desember 30). *Agile software development methodologies and how to apply them*. Diambil kembali dari CodeProject: <http://www.codeproject.com/Articles/604417/Agile-software-development-methodologies-and-how-t>
- Racheva, Z., Daneva, M., & Hermann, A. (2010). A Conceptual Model of Client-driven Agile Requirements Prioritization : Results of a Case Study. *Requirements Engineering Conference (RE), 2010 18th IEEE International*, 147 - 156.
- Raghib, N. (2013, Januari 18). *Pengertian WEB*. Diambil kembali dari <http://raghibnuruddin217.blogspot.com>
- Rogelberg, S. G., Barnes-Farrell, J. L., & Creamer, V. (1999). Customer Service Behaviour: The Interaction of Service Predisposition and Job Characteristics. *Journal of Business and Psychology*, 421-434.

Steers, N. (2012, Agustus 30). *Web self-service: The final frontier in customer support?* / *MyCustomer*. Diambil kembali dari Mycustomer: <http://www.mycustomer.com/service/contact-centres/web-self-service-the-final-frontier-in-customer-support>

Wikipedia contributors. (2014, Januari 7). *Agile software development*, 589667731. Dipetik Januari 8, 2014, dari http://en.wikipedia.org/w/index.php?title=Agile_software_development&oldid=589667731

Winarto, Y., & Setiawan, D. (2013, Juli 3). *Bisnis call center tumbuh 20%-25% per tahun*. Diambil kembali dari Kontan Online: <http://industri.kontan.co.id/news/bisnis-call-center-tumbuh-20-25-per-tahun>

Yasin, S. (2012, November). *Pengertian Informasi Menurut Para Ahli Definisi*. Diambil kembali dari Sarjanaku.com Blog Pendidikan Indonesia : <http://www.sarjanaku.com/2012/11/pengertian-informasi-menurut-para-ahli.html>

Zendesk. (2016). *The Impact of Customer Service: The Good, the Bad, and the Ugly*. Diambil kembali dari Zendesk: <https://www.zendesk.com/resources/the-impact-of-customer-service>