ABSTRACT

Chatbots are software programmes created to engage via speaking or writing with users. Chatbots have been employed in various disciplines, although there is currently minimal use in the academic context. Not infrequently, it is difficult to quickly locate the required information without having to search for the information one by one on the website or social media.

In this final project, the author will create an academic service chatbot that can be utilised by the whole community of Telkom University. The building of this chatbot employs RASA as its chatbot development platform. By using data from BAA within the university scope and LAA FTE inside the faculty, users may submit 28 topics of inquiries for information about the academic services they seek.

This academic service chatbot completed alpha testing with 100% accuracy, 90% system accuracy testing by 5 users, and beta testing with 30 responses, of whom 93% picked agree and highly agree. These findings are achieved by determining if the chatbot can deliver replies that are consistent with the information provided by the user. In addition to chatbot testing, 30 respondents were subjected to questionnaire testing to see if the data utilised could be justified. The test is a questionnaire reliability test with a score of 0.955 (excellent) and a questionnaire validity test with the findings of the questionnaire utilized in this final project deemed legitimate. Based on the results of the testing, it is possible to infer that this system can function as intended.

Keywords: *Chatbot, RASA, Academic Service.*