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ABSTRACT

CHATBOT BASED AUTOMATIC INFORMATION SERVICE MECHANISM USING THE GRAPHMASTER PATTERN MATCHING METHOD

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Studio Comator is a small company that operates in the Professional Services Sector and focuses on providing graphic Design services. With limited human resources and a highly competitive and dynamic environment, the workforce often has to juggle one task at a time. This can be detrimental to the company when there are potential customers who want to order services and have to wait for workers to receive the order. Therefore, an automated service system is needed that customers can use to order services without having to wait for a worker's response. The aim of this research is to develop a chatbot-based automatic order acceptance service feature that can be used by customers and is integrated with the Studio Comator Website, in order to improve previous order service standards. This research uses the Graphmaster Pattern Matching Method to help the system understand the requests offered by customers. The results obtained are an increase in the quality of ordering services using a chatbot-based system that can receive customer orders and is proven by fast response times.

Keyword : Graphmaster Pattern Matching, Website, Chatbot, Service Order Database

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