

ABSTRACT

Laptops are personal portable computers, which is each of the component is a single device and can be carried easily. Based on the survey results in the form of a questionnaire to 70 Telkom University students, as many as 81.2% found it difficult to choose a laptop to buy. Artificial Intelligence (AI) can help human work such as writing, responding, analyzing and processing data. One branch of science from AI is Natural Language Processing which aims to make machines to be able to understand the meaning of human language and then be able to respond accordingly. To overcome this, a chatbot application was built as a place to find information about the selection of laptop specifications using the Natural Language Processing (NLP) method named LappyBot. LappyBot was built to assist users in finding a laptop according to user needs. There are three laptop search methods provided by LappyBot, they are laptop search by occupation, laptop category and price. LappyBot also provides a compare laptop feature to compare two different laptops in terms of specifications. Based on the results of beta testing with an average score of 82.6% shows the user strongly agrees that the LappyBot can help users in finding a laptop as needed.

Keywords: chatbot, nlp, laptop, line messenger, dialogflow