

ABSTRACT

BUILDING CHATBOT WHAT'S APP FOR RENCARA STARTUP USING EXTREME PROGRAMMING METHOD

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The growth in the number of Telkom University students from year to year encourages the number of events held by Telkom University students, which helps property rental entrepreneurs for an event where students still find it difficult to find property rental vendors event. From these problems, it encourages Telkom University students to create a Start-Up, which is based on a marketplace that contains information and vendors who provide equipment rental for an event. There are problems obtained from the questionnaire that has been filled in by some Telkom University students where the results of the questionnaire students find it challenging to find vendor information for renting goods and also conventional marketing media by distributing brochures to students who make the Start-Up background. The plan is here to create and facilitate students and some goods rental vendors, especially in the Telkom University campus area. Rencara provides and creates a WhatsApp Chatbot application to offer more service by responding in real-time to customers using WhatsApp Social Media and seeing from previous research that provided information on user data from the WhatsApp social media, which is the 2nd most popular social media in Indonesia. The Start-Up Plan WhatsApp chatbot application was created using the Google Dialogflow tool as a replacement for its Machine Learning for refinement and flexibility in the language used to respond to customers. The WhatsApp chatbot also uses the Mid-Trans payment method for the payment method. Using this method and background to create a chatbot that has a function where customers can order goods, vendors can register to become vendor partners and provide a platform for submitting complaints and consulting.

Keywords: Chatbot, Media Sosial, What's App, Google Cloud Platform, Google Dialogflow, Extreme Programming, Payment Gateway.