

ABSTRACT

IndiHome is a service from the Telkom Group in the form of a service package that includes communication, data, and entertainment services. In general, there are two kinds of disorders to the IndiHome service, namely los interference and device interference. Previously, IndiHome customers could report disorders to the plaza, contact call center 147 or through the myIndiHome application. This method is recognized by the customers of PT. Telkom Datel Cilacap is not effective because there is no bridge to get information between Telkom employees and IndiHome customers.

Based on these problems, in this Final Project a monitoring system is made for IndiHome disorders reports with telegram bots. Telegram bots can be used as additional facilities for customers to report IndiHome service disorders due to notifications sent by bots according to progress. This telegram bot is connected to the server using the webhook method, using google spreadsheet as a database, and connected to a dashboard designed using google data studio.

The results of functional testing of the telegram bot have a 100% success rate, all features can run according to the expected results. The results of performance testing by measuring the response time of the bot obtained an average of 5.18 seconds. The non-functional test results of the telegram bot are compatible to be accessed on various operating systems, and the results of the subjectivity test show that 82.93% – 92.1% of respondents rate this application very good.

Keywords: *Telegram Bot, Disorders, IndiHome, Telegram Messenger*