

ABSTRACT

The use of chatbots in the modern era like today is certainly not foreign and has been found in many applications. In general, chatbots are usually only used to interact with fellow users and lack of knowledge that chatbots can also be used as a medium to find information that you want to ask, one example is in the field of student academic services at a university. Where sometimes to get information about student lectures is a bit difficult and often comes to ask directly to the officer but that way students can usually only ask basic questions because there is a time limit.

Therefore, to assist the work of academic service officers in answering questions asked by students to the university. developed a chatbot that is directly connected to the Telegram application to make it easier for students to answer all questions regarding the information asked. In making this Chatbot itself, there are several methods needed, one of which is Natural Language Processing (NLP) which focuses on Natural Language Processing which aims to help machines understand human language more accurately. In addition to using the NLP method, this research also uses the RASA framework to build a chatbot and uses the BERT algorithm to help computers understand the meaning of ambiguous language in a text by using the surrounding text to build context.

This academic service chatbot system uses the Non-Response-Rate type of test, with an accuracy of 85%, so it can be concluded that this system is running according to its purpose.

Keywords: Chatbot, Telegram, RASA, BERT