# ABSTRACT

The Faculty of Electrical Engineering, Telkom University is in dire need of Academic Services to provide and seek information. But sometimes the information related to lectures provided on social media such as Instagram and the FTE official website is less effective and efficient, because there are still some people who do not know the information that has been given.

Therefore, in this Final Project, a Chatbot system or also called Question and Answering System is designed on the website, to help and facilitate students at the Faculty of Electrical Engineering in finding the necessary information about lectures. This web-based chatbot is a field of Artificial Intelligence (AI) with implementation using Natural Language Processing (NLP). In designing this Chatbot also using Artificial Intelligence Markup Language (AIML). AIML is a language used to compose the logic of chatbots. AIML is also used as a knowledge base and is a derivative of Extensible Markup Language (XML) which has more specific functions.

For testing using Beta testing, namely Usability Testing, the results are 92% of a total of 42 respondents and 6 questions. For testing Accuracy Chatbot got 86% results from 90 random questions. 77 questions with correct answers according to the pattern and 13 questions with wrong answers according to the default.

**Keywords: Academic Services, Artificial Intelligence Markup Language (AIML), Extensible Markup Language (XML), Chatbot, Natural Language Processing (NLP).**