ABSTRACT

One of the service providers from the Telkom Group that provides communication, data, internet, and entertainment services is IndiHome. There are 2 possibilities for problematic IndiHome services, namely disruptions to customers and disruptions from infrastructure. Telkom's infrastructure disruption is very influential, because installed in the field there are embedded poles and optical cables installed in the air.

Based on these problems, in this final project a monitoring system will be designed for IndiHome infrastructure disturbance reports using telegram bots. Telegram bots can be an additional facility and can be connected to a server using a webhook, using Google spreadsheet as a storage database, and will be connected to a dashboard designed using Google Data Studio.

The results of functional testing of the telegram bot have 100% success, all features run according to design. The results of the performance test of the chatbot response time measurement obtained an average response time of 3.5 seconds. Then the results of non-functional testing of telegram bots were tested on various operating systems and bots can be used entirely on mobile devices, the results of the subjectivity test were obtained at 85% for display while the benefit was 86% so that the telegram bot design could work according to the available commands. and run according to user instructions. The average user feedback is 91%, meaning that the design shows high satisfaction.

Keywords: Telegram Bot, Disorders, Infrastructure, IndiHome.