ABSTRACT

Academic Administration Services at the Faculty of Industrial Engineering is a unit that provides administrative services for students and lecturers who have an interest in administration carried out at the Faculty of Industrial Engineering. In supporting these activities, Academic Administration Services at the Faculty of Industrial Engineering uses information technology services for communication media in the form of websites and social media. In connection with the services provided by Academic Administration Services to students and lecturers, of course, this is related to how Academic Administration Services implements the function of customer care in serving students. Information technology provides benefits for the development of customer care by digitizing and automating customer care with chatbots. In this case, the author will develop chatbot-based customer care to interact or communicate with students to support the organization's business processes. The chatbot developed for Academic Administration Services is a chatbot that is accessed via the whatsapp chat application, where each question topic available on the chatbot has been mapped using the google dialogflow NLP platform in intent form. There are 12 topics or information features of the Academic Administration Services at the Faculty of Industrial Engineering service and 1 feature for inputting data questions that cannot be answered by the chatbot are stored in google Spreadsheets which can be followed up by the Academic Administration admin. From the user acceptance testing (UAT) test results, the LAA FRI chatbot got a percentage of 86%, which means that the score interpretation criteria are very good. In the future, the author hopes that the chatbot developed can be useful for Academic Administration Services at the Faculty of Industrial Engineering and can be developed with more diverse features.

*Keywords—**academic services, chatbot, whatsapp, dialogflow, waterfall method***