Abstract

Barbercome is a mobile-based application that facilitates its users to connect with barbers. Currently, Barbercome is a newly developed application and lacks a platform for users to ask questions about Barbercome. The absence of such a platform could potentially decrease user interest. Assisting users in utilizing and understanding the Barbercome application is a commitment of Barbercome itself. Therefore, to provide a space for users to inquire, a virtual customer service based on a chatbot is being developed. The chatbot development will utilize Microsoft Bot Framework and Custom Question Answering. Custom Question Answering, a service within Microsoft Bot Framework, will function as the bot's knowledge base. The evaluation involves two types of testing: functional testing (accuracy) and customer satisfaction testing through pre-tests and post-tests. The first test yielded an 89.47% accuracy rate for the chatbot. The second test indicated a positive difference in responses between the pre-test and post-test results completed by the respondents. Based on the test results, it can be concluded that the chatbot feature can be integrated into Barbercome, with the necessity of regular updates to the bot's knowledge base.

Keywords: chatbot, framework, microsoft bot framework, barbercome, custom question answering