DAFTAR PUSTAKA

Alburger, J. (2018, October 5). *Rule-Based Chatbots vs. AI Chatbots: Key Differences*. https://www.hubtype.com/blog/rule-based-chatbots-vs-ai-chatbots

Baharsyah, A. N. (2023, January 19). *Pengertian OOP (Object Oriented Programming) dan 4 Prinsipnya*. https://www.jagoanhosting.com/blog/oop-adalah/

Bauroziq. (2022, June 21). *Apa itu WebHook? Apa bedanya dengan API?* https://caraguna.com/apa-itu-webhook-apa-bedanya-dengan-api/

Cucus, A., Endra, R. Y., & Naralita, T. (2019). Chatter Bot Untuk Konsultasi Akademik Di Perguruan Tinggi. *Explore: Jurnal Sistem Informasi Dan Telematika*, *10*(1). https://doi.org/10.36448/jsit.v10i1.1214

H V, S. (2022). A Survey on Various Types of Chatbots. *International Research Journal of Engineering and Technology (IRJET)*, *09*(07), 688–689.

Hanif, Z. M. (2021). *Pengembangan Aplikasi Chatbot Untuk Pelayanan Akademi di Peguruan Tinggi*. 89. https://dspace.uii.ac.id/handle/123456789/37445

Holmes, S., Moorhead, A., Bond, R., Zheng, H., Coates, V., & McTear, M. (2019). Usability testing of a healthcare chatbot: Can we use conventional methods to assess conversational user interfaces? *ECCE 2019 - Proceedings of the 31st European Conference on Cognitive Ergonomics: "'Design for Cognition,'"* 207–214. https://doi.org/10.1145/3335082.3335094

Leah. (2024, March 14). *6 Steps for Creating a Smooth Chatbot Conversation Flow*. https://www.userlike.com/en/blog/chatbot-conversation-flow

Mamgain, D. (2023, February 3). *WhatsApp chatbot Vs Telegram Chatbot: Which is best for your business*. https://www.kommunicate.io/blog/whatsapp-chatbot-vs-telegram-chatbot/

Pressman, R. S., & Maxim, B. R. (2015). *Software Engineering A Practitioner's Approach* (8th ed.).

Ramdani, B. (2018). *Layanan Pengurusan Surat Berbasis Line Bot (Studi Kasus Di Teknik Informatika Universitas Pasundan)*. *November*, 1–31.

Rosenberg, D., & Stephens, M. (2007). *Use Case Driven Object Modeling with UML: Theory and Practice*. Apress.

Setiawan, R. (2021, November 17). *Black Box Testing Untuk Menguji Perangkat Lunak*. https://www.dicoding.com/blog/black-box-testing/

Studi Sistem Informasi, P., Avrilia Lantana, D., Ningsih, S., Waluyo, T., & Abstrak, W. (2023). RANCANG BANGUN CHATBOT BERBASIS RULE-BASED SEBAGAI PUSAT INFORMASI CALON MAHASISWA BARU DI UNIVERSITAS NASIONAL PENULIS 1). *IBI) Kosgoro*, *4*(1), 34–42. https://doi.org/10.55122/junsibi.v4i1.695

Ulfianinda, T. (n.d.). *API (Application Programming Interface): Jenis, Fungsi dan Arsitektur*. Retrieved May 21, 2023, from https://www.mas-software.com/blog/api-adalah-jenis-arsitektur#15-rest-representational-state-transfer

Ulster University. (2023, December 28). *The Chatbot Usability Questionnaire (CUQ)*.

We Are Social. (2023). *Digital 2023 Indonesia*.

Zubaidi, A., & Ramdani. (2019). LAYANAN DAN INFORMASI AKADEMIK BERBASIS BOT TELEGRAM DI PROGRAM STUDI TEKNIK INFORMATIKA UNIVERSITAS MATARAM. *JTIKA*, *1*(1).