

ABSTRACT

ANALISYS *BOT* TELEGRAM FOR ARTIFICIAL INTELLIGENCE HELPDESK ONLINE AT PT TELKOM AKSES WITEL LAMPUNG

BY

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Mobile is an improvement over the integrated software system commonly found on Personal Computer Desktops. In today with the support of higher hardware resources, applications have become inseparable with mobile devices because they are able to do anything easily. PT. Telkom Access is a subsidiary of PT. Telkom Indonesia, which is engaged in the construction and management of network infrastructure services. In this company there are many work activities, one of which is about data processing. The data processing itself is carried out between various divisions or work units which are generally divided into two, namely work units in the field (onsite) and work units in the office (ondesk). By collaborating between a database in the form of a Google Spreadsheet and a telegram bot with a certain algorithm, it can be used as an online helpdesk that can be accessed by all telegram users.

Keywords: Telegram Bot, Online Helpdesk, Telkom, Google Spreadsheet