



**WEB-BASED CHATBOT APPLICATION FOR CUSTOMERS AT BANKING
COMPANY, CASE STUDY : PT XYZ**

UNDERGRADUATE THESIS

**Submitted as one of the requirements to obtain
Sarjana Komputer (S.Kom.)**

By:

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**FACULTY OF COMPUTING
INFORMATICS STUDY PROGRAM**

CIKARANG

MAY, 2023

**WEB-BASED CHATBOT APPLICATION FOR CUSTOMERS AT BANKING
COMPANY, CASE STUDY: PT XYZ**

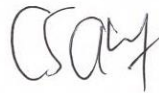
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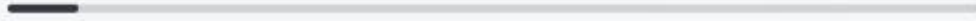
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ABSTRACT

PT XYZ is a banking company that operates in the economic sector by providing efficient services and facilitating customer transactions. And the rapid development of technology allows many things to be done online, one of which is to make transactions online. And this raises many questions for customers to be able to access it. So by providing the best service for customers, the innovation and development of chatbot is very useful for banking companies because bots can answer questions in detail and quickly. This final project was made with the idea of developing a web-based chatbot application, which is an application designed to detect the language used by humans based on the input results which are then processed into an answer. This website and chatbot were created to provide banking information, customers can obtain information and also can ask to bot. So, the service provided by the company to customers will be better, because customers do not need to come to the branch to ask questions and companies do not need to spend more resources to answer customer questions online.

DEDICATION

I want dedicate my final project for banking company in Indonesia especially my internship company, my family, who's supporting me to finish final project and also my fellow Computing friends and juniors who would use this research as references. I hope this research can be beneficial for educational purposes in the academic field in the future.

ACKNOWLEDGEMENT

First of all, I would like to say thanks to the almighty God, because of his blessings that always give me healthiness and strength to survive and achieve my goal of pursuing undergraduate education at my beloved campus, President University. And now, I reached the final stage to obtain a bachelor's degree with the completion of my final project entitled “Web-Based Chatbot Applications for Customers in Banking Companies. Case Study: PT XYZ” as one of the requirements to obtain a bachelor's degree in computer science at President's University.

I realize that many people have helped and supported me so that I can finish this final project. Therefore I would to express my gratitude, especially for:

1. To my beloved family, father, mother, and older sister. For the love, prayer, and support both financial and mental that has taken care of me. So, that I can finish this final project.
2. Mr. Genta Sahuri as my academic advisor and my final project advisor, for all the support, motivation, guidance, advice, knowledge, and time who is always helped me to complete this final project.
3. Mr. Williem, Mrs. Cutifa, Mrs. Rosalina, Mr. Andika Candra J ,and all Information Technology Major lecturers who have given me knowledge and experience about life after university.
4. Bu Indah and Mam Lina who always be helpful related university information and internship.
5. To all my colleague’s friends, for their knowledge, kindness and support, especially my officer Mrs. Ratna D K and assistant officer Mrs. Rosita B A who has trusted me

to do an internship.

6. All 2020 Information Technology Classmates, 2022 SOPU Friends, and computing friends for various unforgettable experiences during campus life.
7. And to all parties who have supported me, which was unmentioned by me. I hope this research can be useful for all readers.

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