



REFERENSI (Bibliografi)

- [1] BPJS Kesehatan, “Tahun 2015, BPJS Kesehatan Layani Ratusan Ribu Penelepon,” 2015.
- [2] C. Waghmare, *Introducing Azure Bot Service*. 2019.
- [3] S. Hamida, B. Cherradi, A. Raihani, and H. Ouajji, “Performance Evaluation of Machine Learning Algorithms in Handwritten Digits Recognition,” *ICSSD 2019 - Int. Conf. Smart Syst. Data Sci.*, no. March, 2019.
- [4] D. Galin, *Software quality assurance: from theory to implementation*. 2004.
- [5] T. Tullis and B. Albert, *Measuring the User Experience : Collecting, Analyzing, and Presenting Usability Metrics*. 2013.