# REFERENCE

Alburger, J., 2020. Rule-Based Chatbots vs. AI Chatbots: Key Differences. Retrieved from https://www.hubtype.com/blog/rule-based-chatbots-vs-ai-chatbots/

Akhsan, A. A., & Faizah, F., 2017. Analisis dan Perancangan Interaksi Chatbot Reminder dengan User-Centered Design. *Jurnal Sistem Informasi, 13*(2), 78. doi:10.21609/jsi.v13i2.555

Bangor, A., Kortum, P. T., & Miller, J. T., 2008. An empirical evaluation of the system usability scale. *Intl. Journal of Human–Computer Interaction*, *24*(6), 574-594.

Cerami, E., 2002. *Web services essentials: distributed applications with XML-RPC, SOAP, UDDI & WSDL*. " O'Reilly Media, Inc.".

Daphne, L., Daphne, L., About Leo Daphne A wondering wanderer. A wandering wonderer. The author of "Travel Hacks: Southeast Asia" (2nd book), & View all posts by Leo Daphne →. (2016, October 22). What Do Indonesians Seek in Budget Hotel? - Survey Report. Retrieved from https://blog.jakpat.net/what-do-indonesians-seek-in-budget-hotel/

Dorairajan, C. S., 2020, November 03. What is an API?: (API) Application Program Interface Definition. Retrieved from https://apifriends.com/api-management/what-is-an-api/

Garret, J. J., 2010. *The elements of user experience: user-centered design for the web and beyond. Person Education.*

Heryandi, A., 2020. Developing Chatbot For Academic Record Monitoring in Higher Education Institution. *IOP Conference Series: Materials Science and Engineering, 879*, 012049. doi:10.1088/1757-899x/879/1/012049

Hormansyah, D. S., & Utama, Y. P., 2018. Aplikasi Chatbot Berbasis Web Pada Sistem Informasi Layanan Publik Kesehatan Di Malang Dengan Menggunakan Metode Tf-Idf. *Jurnal Informatika Polinema, 4*(3), 224. doi:10.33795/jip.v4i3.211

Jovanović, I., 2006. Software testing methods and techniques. *The IPSI BgD Transaction on Internet research, 30*.

Kannadasan, R., Prabakaran, N., Krishnamoorthy, A., Nerella, T. K., Sai, V. G., &

Konapalli, P. K. R., 2019. *Chatbot Using Dialogflow and Webservice. International Journal of Innovative Technology and Exploring Engineering Special Issue, 9*(1S), 253-260. doi:10.35940/ijitee.a1052.1191s19

Lewis, J. R., & Sauro, J., 2009, July. The factor structure of the system usability scale. In *International conference on human centered design* (pp. 94-103). Springer, Berlin, Heidelberg.

McWherter, J., & Gowell, S., 2012. *Professional mobile application development*. John Wiley & Sons.

Vijayakusumar, R., Bhuvaneshwari, B., Adith, S., & Deepika, M., 2019. AI Based Student Bot for Academic Information System using Machine Learning. *International Journal of Scientific Research in Computer Science, Engineering and Information Technology,* 590-596. doi:10.32628/cseit1952171

Sauro, J., 2011. Measuring usability with the system usability scale (SUS). https://measuringu.com/sus/, ,

Siegel, S., & Dorairajan, A., 2020. *What is an API?*. https://blog.axway.com/, ,

Shawar, B. A., & Atwell, E., 2007, January. Chatbots: are they really useful?. In *Ldv forum* (Vol. 22, No. 1, pp. 29-49).