

**DEVELOPMENT AND IMPLEMENTATION OF CHATBOT TO A CMS
WEBSITE USING OPEN AI FOR DEUTSCHER AKKUSERVICE**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



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ABSTRACT

IMPLEMENTATION OF CHATBOT AS A CUSTOMER SERVICE TO CMS WEBSITE FOR DEUTSCHER AKKSUERVICE

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This research is intended to show how Chatbot can be implemented as a feature to help the firm can help make a firm efficient by a replacement for customer service. This research contains the information on what will be used inside the Chatbot, such as tools, software, plugins, or framework used in the development process for the Chatbot for the firm as a Customer Service. The type of Chatbot itself will be more to rule-based chatbots with the possibility of learning the context from the customers on the website. This will be integrated to the Deutscher Akkuservice website and also EproSafe as a side of the firm itself.

Keywords: Chatbot, Framework, Plugins, Tools, Firm

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DEDICATION

I dedicate this work for those who are interested in establishing Chatbot for their firm.

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I have found my Thesis Work throughout the Curriculum and Instruction program to be interesting and knowledgeable, providing me with the tools with which to explore both past and present ideas and issues.

TABLE OF CONTENTS

	Page
STATEMENT BY THE AUTHOR.....	2
ABSTRACT.....	3
DEDICATION.....	5
ACKNOWLEDGEMENTS.....	6
TABLE OF CONTENTS.....	7
LIST OF FIGURES.....	8
LIST OF TABLES.....	9
CHAPTER 1 - INTRODUCTION.....	10
1.1 Background.....	10
1.2 Research Problem.....	12
1.3 Objectives.....	12
1.4 Research Questions.....	13
1.5 Hypothesis.....	13
1.6 Scope of Research.....	13
1.7 Research Limitation.....	13
CHAPTER 2 - LITERATURE REVIEW.....	14
2.1 Theoretical Perspective.....	14
2.2 Previous Studies.....	21
CHAPTER 3 – RESEARCH METHODS.....	24
3.1 Materials and Equipment.....	24
3.2 Analytical Method.....	24
CHAPTER 4 – RESULTS AND DISCUSSIONS.....	28
4.1 Initial Evaluation.....	28
4.2 Data Analysis.....	29
CHAPTER 5 – CONCLUSION AND RECCOMENDATIONS.....	44
5.1 Conclusions.....	44
5.2 Recommendation.....	45
REFERENCES.....	46
CURRICULUM VITAE.....	48

LIST OF FIGURES

Figures	Page
1. Menu Based Chatbot as a Customer Service	15
2. Dashboard for modifying a WCMS page	17
3. List of Plugins on a certain WCMS	20
4. Utilization of Libraries for a Chatbot Project	21
5. Fine-Tuning Process	22
6. Analytical Method Process	27
7. Architecture Diagram of the Website	28
8. Deployed Chatbot on the Website	29
9. Chatbot First Output	30
10. Generated respond for the customer	31
11. Two Experiment for the response speed of the Chatbot	32
12. Total Characters of Data	33
13. Result of the output in another language	34
14. Trouble Accessing the data	35
15. Detail Result Without Issue	36
16. Result from Document to Chatbot	37
17. Document Converted to Docx	38
18. Instruction from a separate Document	39
19. Opening Time Question by User	40
20. Links inside Document	40
21. Result of the URL from the Chatbot	41
22. List of Documents	42
23. API Model with the instruction	42

LIST OF TABLES

Table	Page
1. Studies of Chatbots being implemented for a Website	22
2. Pre-Trained Model API for Chatbot Comparison	23