

ABSTRACT

Chatbot is a robot message that will automatically run like a robot that automatically moves. The chatbot will be able to reply to user questions with predetermined content. At present, there are many chatbot programs that have been running to help carry out online activities to make it easier to interact and obtain information from a material that is desired. The response from the chatbot can be in the form of direct answers or also choice of words and choice of numbers first until later it will arrive. on the response that consumers want. In this auto replay chatbot as an information service, FIFGROUP Perak uses the Landbot app platform application and the Dialogflow language in analyzing questions that will be asked by consumers. And also take advantage of the Whatsapp application that many consumers use for communication using Android at this time. And the application that connects to whatsapp is whatsauto. Because this chatbot will later be programmed to resemble a virtual customer who can at any time assist various needs regarding the Silver FIFGROUP information service. The AI method used is the method of matching synonyms in the flow dialogue with the words that will be asked by consumers.

Keywords : Chatbot, Dialog Flow, Landbot, Whatsapp, Silver FIFGROUP Information