

Abstract

The development of technology today, more e-commerce sites that are available in cyberspace. With the online shop there is more kind of product sold. One of which is a complex product that has many features. The problem that often arises is the buyer doesn't know about the technical specification of the product. So that buyers will feel confused to choose the products to be purchased.

Conversational Recommender System (CRS) provides a solution to recommend products that correspond to user needs righteously an expert who gives advice to a buyer. With a comprehensive knowledge on the CRS, then the system will be better in understand user functional requirement.

Ontology using semantic relations between inside it, making knowledge for CRS in the form of ontology can further explore the user functional requirement and search related product in accordance with the existing semantic relationships.

With knowledge-based CRS, systems are expected to guide the users in finding the products that fit their needs effectively and efficiently. And with the conversation on the system, the system is expected to interact like an expert, so that users are more comfortable in using this system.

Keywords: *conversational recommender system, knowledge-based recommender system, ontology, functional requirement.*