ABSTRACT

Over time, Telkom Access continues to grow, one of which is data validation. The more data, the more difficult it is to validate the data. Several technicians in various fields need a system that can validate data that enters their field, such as Provisioning Technicians, Assurance Technicians, Maintenance Technicians, and BGES Technicians. Therefore, with the telegram bot, it is hoped that it will make the work of technicians who work especially for BGES technicians easier. Telegram bot or telegram robot is a special telegram account designed to respond to messages automatically, which does not require an additional phone number.

In this final project, the BGES technician telegram bot will be designed so that the team leader and admin or helpdesk know the developments that occur in the field when technicians do work. When the technician finds out the cause of the problem for the customer, then the technician sends a message in telegram to the telegram bot, after that the message from the telegram bot will be entered automatically in google spreadsheet. In the google spreadsheet, the team leader and admin or helpdesk know the problem with the customer. Then after completion the technician will send a message to the telegram bot in the form of a problem solution and then the team leader and admin or helpdesk know the progress and solution.

The results of functional testing of the telegram bot have a 100% success rate. The results of performance testing by measuring the response time of the bot obtained an average overall response time of 1.23 seconds. The results of the questionnaire that have been filled out by technicians, team leaders, and admin or helpdesk state that they are 100% satisfied with the performance of the telegram bot.

Keywords: *Telkom Access, Data Validation, Telegram Messenger, Telegram Bot.*