

## DAFTAR GAMBAR

Gambar 2. 1 IndiHome [1] .....	11
Gambar 2. 2 Telegram Messenger [5] .....	12
Gambar 2. 3 Ilustrasi Metode Webhook [7] .....	13
Gambar 2. 4 Konfigurasi Webhook [14] .....	15
Gambar 2. 5 Tampilan Google Apps Script .....	16
Gambar 3. 1 Blok Diagram Sistem.....	19
Gambar 3. 2 Flowchart Pengerjaan .....	21
Gambar 3. 3 Flowchart Tahapan Pelaporan .....	23
Gambar 3. 4 Activity Diagram User Belum Registrasi .....	26
Gambar 3. 5 Activity Diagram User Sudah Registrasi.....	27
Gambar 3. 6 Activity Diagram Laporan Keluhan .....	28
Gambar 3. 7 Activity Diagram Update Keluhan .....	30
Gambar 3. 8 Token Bot Telegram .....	32
Gambar 3. 9 Perancangan Google Data Studio .....	37
Gambar 3. 10 Activity Diagram Infracare .....	40
Gambar 4. 1 Info Bot.....	43
Gambar 4. 2 Proses Registrasi Bot .....	44
Gambar 4. 3 Proses Laporan Keluhan 1 .....	45
Gambar 4. 4 Proses Laporan Keluhan 2.....	46
Gambar 4. 5 Proses Laporan Keluhan 3.....	47
Gambar 4. 6 Fitur Update Keluhan 1 .....	48
Gambar 4. 7 Fitur Update Keluhan 2 .....	49
Gambar 4. 8 Detail Chart.....	50