Abstract

This research focuses on the development of a live chat feature for Dkampus, an online food delivery platform serving MSMEs around Telkom University. The primary challenge addressed is the lack of real-time communication facilities, which has led to coordination difficulties between customers and couriers during the delivery process. The live chat feature aims to enhance communication efficiency, allowing customers and couriers to directly communicate regarding order status. Quantitative testing was conducted through the USE Questionnaire survey, utilizing the proportionate stratified random sampling method. Respondents were selected based on the criteria of active customers and couriers on the Dkampus website. The evaluation results indicate that the live chat feature received a "very good" classification, scoring 84.22% among customers, and a "good" classification, scoring 78.22% among couriers. The overall average response time was below 0.1 seconds, demonstrating excellent performance in providing real-time communication. With the integration of Firebase Realtime Database, it is expected that the Dkampus platform can enhance user satisfaction, resolve coordination difficulties, and offer real-time communication solutions for customers and couriers.

Keywords: live chat, firebase, realtime database, user satisfaction, use quetionnaire