ABSTRACT

DESIGNING AN INTEGRATED SYSTEM OF ACADEMIC SERVICES AND CHATBOT 'SI AKIF' USING AGILE AND GEMINI AI

By

Bunga Laelatul Muna 21102010

Academic Services Telkom University Purwokerto is a service that takes care of all student academic needs. Academic services have an important role, but often the academic unit has difficulty in serving requests and questions from students. Students often experience delays in information and responses in online services provided by academics, due to the busyness of onsite services such as correspondence requests. This research aims to design a Telegram-based chatbot that is integrated with a website system for academic services at Telkom University Purwokerto. Integration of chatbot with website system allows access to more accurate and up-to-date information. The method used for chatbot is Large Language Model (LLM) by utilizing Gemini AI, this method was chosen because it includes a type of Generative Languange that can create new data from training data. While the method for making the system is the Agile approach, agile was chosen because of the ease of doing the development cycle. The implementation of a chatbot with Gemini AI integrated with a website system is expected to create an efficient "Si Akif" chatbot in providing academic information services to students. With this, academic services can be accessed anytime and anywhere, making it easier for students to get academic-related information.

Keywords: *Academic Services, Academic System, Agile, Artificial Intelligence, Chatbot, Gemini, Large Languange Model*