

## DAFTAR PUSTAKA

- Adamopoulou Eleni and Moussiades, Lefteris. 2020. "An Overview of Chatbot Technology." In *Artificial Intelligence Applications and Innovations*, edited by Lazaros and Pimenidis Elias Maglogiannis Ilias and Iliadis, 373–83. Cham: Springer International Publishing.
- Brath, Richard, and Michael Peters. 2004. "Dashboard Design: Why Design Is Important." *DMReview.Com*, October 15, 2004. [http://cs.furman.edu/~pbatchelor/csc105/articles/TUN\\_DM\\_ONLINE.pdf](http://cs.furman.edu/~pbatchelor/csc105/articles/TUN_DM_ONLINE.pdf).
- Curtis, Susan. 2021. "What Is HTML? Hypertext Markup Language Basics for Beginners." 2021. <https://www.hostinger.com/tutorials/what-is-html>.
- "Customer Service Chatbot | Digital Messaging Channels for Service | NICE." n.d. Accessed January 5, 2022. <https://www.niceincontact.com/call-center-solutions/digital-customer-service/customer-service-chatbot>.
- Dahiya, Menal. 2017. "A Tool of Conversation: Chatbot." *International Journal of Computer Sciences and Engineering* 5, no. 5 (April). [www.ijcseonline.org](http://www.ijcseonline.org).
- Fitzgerald, Anna. 2021. "API Calls: What They Are & How to Make Them in 5 Easy Steps." September 20, 2021. <https://blog.hubspot.com/website/api-calls>.
- Fu, Jennifer. n.d. "Understanding the Ant Design System — a UI Design for Enterprises." Accessed August 18, 2021. <https://betterprogramming.pub/understanding-the-ant-design-system-a-ui-design-for-enterprises-39afdb188b06>.
- golang.org. 2021. "Documentation - The Go Programming Language." <https://Golang.Org/Doc/>. 2021. <https://golang.org/doc/>.
- Henning, Michi. 2009. "Bad Application Programming Interfaces Plague Software Engineering. How Do We Get Things Right?" 46, no. 5. <https://doi.org/10.1145/1506409.1506424>.
- Jevtic, Goran. 2019. "What Is SDLC? Phases of Software Development & Models." May 15, 2019. <https://phoenixnap.com/blog/software-development-life-cycle>.
- Krause, Jörg. 2016. "HTML: Hypertext Markup Language." *Introducing Web Development*, 39–63. [https://doi.org/10.1007/978-1-4842-2499-1\\_3](https://doi.org/10.1007/978-1-4842-2499-1_3).
- Kurniawati, Peni. 2018. "Pengujian Sistem. Pengujian Sistem Adalah Pengujian... | by Peni Kurniawati | SkyshiDigital | Medium." 2018. <https://medium.com/skyshidigital/pengujian-sistem-52940ee98c77>.
- Mansfield, Richard. 2005. *CSS Web Design For Dummies*. Indianapolis, Indiana: Wiley Publishing, Inc. <https://books.google.co.id/books?hl=en&lr=&id=r77WR8uzbmoC&oi=fnd&pg=PR5>

&dq=css+web&ots=EDp\_CMukM5&sig=dxvcEQnCJZxw\_NtkJjk44rfflZ0&redir\_esc=y  
#v=onepage&q=css%20web&f=false.

- McKown, Ashley. 2016. "What Is The Purpose of a Dashboard? | IDashboards." 2016.  
<https://www.idashboards.com/blog/2016/09/26/what-is-the-purpose-of-a-dashboard-2/>.
- Meyerson, J. 2014. "The Go Programming Language." *IEEE Software* 31, no. 5: 104.  
<https://doi.org/10.1109/MS.2014.127>.
- Olan, Michael. 2003. "UNIT TESTING: TEST EARLY, TEST OFTEN \*." *JCSC* 19, no. 2 (December): 319–28. <https://www.researchgate.net/publication/255673967>.
- Potvin, Rachel, and Josh Levenberg. 2016. "Google's Monolithic Repository Provides a Common Source of Truth for Tens of Thousands of Developers around the World." *COMMUNICATIONS OF THE ACM* 59, no. 7. <https://doi.org/10.1145/2854146>.
- "SDLC - Agile Model." n.d. Accessed January 5, 2022.  
[https://www.tutorialspoint.com/sdlc/sdlc\\_agile\\_model.htm](https://www.tutorialspoint.com/sdlc/sdlc_agile_model.htm).
- Sharma, Mohit Kumar. 2017. "A Study of SDLC to Develop Well Engineered Software." *International Journal of Advanced Research in Computer Science* 8, no. 3 (April): 520–23.  
<https://web.p.ebscohost.com/abstract?direct=true&profile=ehost&scope=site&authtype=crawler&jrnl=09765697&AN=122961274&h=MbGMnWE6wUH4oqJ%2b8fjwM7xKf6rbSwn0cFnEJ1algsroZormWEUn7lv7b5aOX1zZiu79ooSGJbL8QqtklhUwCA%3d%3d&url=c&resultNs=AdminWebAuth&resultLocal=ErrCrINotAuth&crIhashurl=login.aspx%3fdirect%3dtrue%26profile%3dehost%26scope%3dsite%26authtype%3dcrawler%26jrnl%3d09765697%26AN%3d122961274>.
- Taha Sufiyan. 2019. "What Is ReactJS: Introduction To React and Its Features." <https://www.simplilearn.com/tutorials/reactjs-tutorial/what-is-reactjs>. 2019.  
<https://www.simplilearn.com/tutorials/reactjs-tutorial/what-is-reactjs>.
- Tokopedia. 2021. "Cerita Tokopedia: Lebih Banyak Tentang Perjalanan Kami." <https://www.tokopedia.com/about/our-story/>. 2021. <https://www.tokopedia.com/about/our-story/>.
- "What Is an API? (Application Programming Interface) | MuleSoft." n.d. Accessed January 5, 2022. <https://www.mulesoft.com/resources/api/what-is-an-api>.
- "What Is CSS?" n.d. Accessed July 27, 2021.  
[https://www.tutorialspoint.com/css/what\\_is\\_css.htm/](https://www.tutorialspoint.com/css/what_is_css.htm/).
- "What Is Unit Testing? | Agile Alliance." n.d. Accessed January 5, 2022.  
<https://www.agilealliance.org/glossary/unit-test/>.
- Wieruch, Robin. 2017. *The Road to React: Your Journey to Master Plain Yet Pragmatic React*.

Zettler, Kev. n.d. "Trunk-Based Development." Accessed January 5, 2022.  
<https://www.atlassian.com/continuous-delivery/continuous-integration/trunk-based-development>.

