

## DAFTAR PUSTAKA

- [1] Fathansyah, Basis Data, Bandung: Informatika Bandung, 2012.
- [2] J. Schmuller, Sams Teach Yourself UML in 24 Hours (3rd Edition), USA: Sams Publishing, 2004.
- [3] N. Bandyo, E-Commerce Context, Concepts and Consequences, New York: McGraw-Hill, 2003.
- [4] J. Dyche, The CRM Handbook, Addison-Wesley Professional, 2002.
- [5] K. and E. T. Luthfi, Algoritma Data Mining, Yogyakarta: Andi, 2009.
- [6] M. Sukarno, Membangun Website Dinamis Dengan PHP-MySQL, Jakarta: Eksa Media, 2006.
- [7] E. Coupey, Marketing and The Internet : Conceptual Foundations, Prentice Hall, 2001.
- [8] F. J. B. Jawoski Rayport, Introduction to E-Commerce Second Edition, McGraw-Hill, 2003.
- [9] S. Windra, PHP 5 dan MySQL 4, Proyek Membuat Blog, Dian Rakyat: Jakarta, 2006.
- [10] J. C. Rodrigues, CRM for Dummies, England: John Wiley & Sons, Ltd, 2012.