

## DAFTAR PUSTAKA

- [1] H. Jogiyanto, Analisis dan Desain Sistem Informasi, Yogyakarta, Central Java: Andi, 2006.
- [2] K. Harianto, Konsep dan Perancangan Database, Yogyakarta: Andi, 2007.
- [3] J. Simarmata, Perancangan Basis Data, Yogyakarta: Andi Offset, 2009.
- [4] S. Umi Poboyekti, Konsep Design Software. Rekayasa Perangkat Lunak Teknik Informatika UKDW, <http://lecturer.ukdw.ac.id/othie/softdesign.pdf>, 2015.
- [5] F. Buttle, Customer Relationship Management (2nd ed), Burlington: Elsevier Ltd, 2009.
- [6] D. Kurniawan, Penerapan Aplikasi CRM (Customer Relationship Management) berbasis web dalam bidang jasa, 2009.
- [7] L. W. 2006, "Software Testing Techniques", Testing Overview and Black-Box Testing Techniques, pp. 1-26, pp, 2006.
- [8] J. M. Hartono, Analisa dan Desain Sistem Informasi, Yogyakarta, Central Java: Andi, 2000.