

DAFTAR PUSTAKA

- [1] Object Management Group, “Business Process Model and Notation Resource Page,” 9 June 2014. [Online]. Available: <http://www.omg.org/bpmn/index.htm>.
- [2] N. W. Sakti, *Buku Pintar Pajak E-Commerce*, Jakarta: Visimedia, 2014.
- [3] J. E. Teknik Memasang Chatbot di Toko Online, Jakarta: PT Elex Media Komputindo, 2018.
- [4] D. Suryani dan E. L. Amalia, “Aplikasi Chatbot Objek Wisata Jawa Timur Berbasis AIML,” *SMARTICS Journal*, vol. 3, p. 47, 2017.
- [5] D. Christianto, E. Siswanto dan R. Chaniago, “Penggunaan Named Entity Recognition dan Artificial Intelligence Markup Language untuk Penerapan Chatbot Berbasis Teks,” *Jurnal Telematika*, vol. 10, p. 64, 2015.
- [6] Pandorabots, “Artificial Intelligence Markup Language (AIML),” Pandorabots, [Online]. Available: <https://www.pandorabots.com/docs/aiml-basics/>.
- [7] D. Setyowati, “katadata.co.id,” 31 12 2018. [Online]. Available: <https://katadata.co.id/berita/2018/12/31/prospek-bisnis-digital-2019-primadonanya-masih-e-commerce-dan-fintech>.
- [8] “AIML Tutorial,” Tutorials Point, [Online]. Available: https://www.tutorialspoint.com/aiml/aiml_that_tag.htm.