

ABSTRAK

Pengelolaan layanan kebutuhan pada Dinas Komunikasi dan Informatika Kabupaten Ogan Komering Ulu saat ini masih dilakukan melalui media komunikasi seperti *whatsapp*. Meskipun proses komunikasi telah memanfaatkan teknologi digital, belum adanya sistem yang terintegrasi dan terstruktur menimbulkan berbagai permasalahan, seperti sulitnya pencatatan permintaan layanan, lambatnya proses penanganan, serta kurang optimalnya pemantauan status layanan. Penelitian ini bertujuan untuk merancang dan membangun sistem *ticketing* terintegrasi *chatbot* menggunakan metode *Naive Bayes* guna meningkatkan efisiensi dan efektivitas pengelolaan layanan. Perancangan sistem dilakukan dengan menggunakan *Unified Modeling Language (UML)* yang meliputi *Use Case Diagram*, *Activity Diagram*, *Sequence Diagram*, dan *Class Diagram*. Sistem yang dikembangkan memiliki fitur utama berupa autentikasi pengguna, pengiriman permintaan layanan melalui *chatbot*, klasifikasi otomatis menggunakan metode *Naive Bayes*, pembuatan dan pengelolaan tiket, serta pemantauan status layanan secara *real-time*. Pembuatan sistem ini dapat membantu meningkatkan kualitas pelayanan serta menjadi dasar pengembangan sistem layanan yang lebih optimal di masa mendatang.

Kata kunci: Sistem *Ticketing*, *Chatbot*, *Naive Bayes*, Layanan, *UML*

ABSTRACT

The management of service requests at the Department of Communication and Informatics of Ogan Komering Ulu Regency is still carried out manually through communication media such as WhatsApp. Although digital communication has been partially implemented, the absence of an integrated and structured system causes several problems, including difficulty in recording service requests, slow handling processes, and limited monitoring of service status. This study aims to design and develop a ticketing system integrated with a chatbot using the Naïve Bayes method to improve the efficiency and effectiveness of service management. The system is designed using Unified Modeling Language (UML), which includes Use Case Diagram, Activity Diagram, Sequence Diagram, and Class Diagram. The developed system provides main features such as user authentication, service request submission through a chatbot, automatic classification using the Naïve Bayes method, ticket creation and management, and real-time service status monitoring. This system is to improve service quality and serve as a foundation for further development of more advanced service systems in the future.

Keywords: Ticketing System, Chatbot, Naive Bayes, Service, UML