

DAFTAR REFERENSI

- AIContentfy. (2023). *The benefits of using chatbots for customer acquisition*.
<https://aicontentfy.com/en/blog/benefits-of-chatbots-for-customer-acquisition>
- Ardiansyah, R. H., & Sulaksono, A. G. (2023). Layanan pelanggan berbasis Natural Language Processing melalui chatbot pada aplikasi pesan. *Journal of Information System and Application Development*, 1(1). [Undergraduate theses, Universitas Widyatama].
<https://jurnal.unmer.ac.id/index.php/jisad>
- Chowdhury, N. A., Awais, O. A., & Aktar, S. (2023). *Improving Customer Care with ChatGPT: A Case Study*. <https://zenodo.org/records/7699658>
- Coursera. (2023). *What Is Prompt Engineering? Definition and Examples*.
<https://www.coursera.org/articles/what-is-prompt-engineering>
- Cycles. (2023). *The shift from traditional chatbots to agents powered by Large Language Models*.
<https://cycles.co/blog/traditional-chatbots-vs-llm-chatbots>
- Dawod Bassilious, G. (2023). *Using fine-tuned GPT-3 models to evaluate difficulty levels for auto-generated computer science exercises*. <https://kth.diva-portal.org/smash/get/diva2:1779783/FULLTEXT01.pdf>
- EduRank. (2023). *14131 universities from 183 countries ranked across 246 topics*.
<https://edurank.org/>.
- Harpiawan, G. (2023). *Apa itu Chatbot? Pengertian, Cara Kerja, dan Manfaatnya*.
<https://metanesia.id/blog/apa-itu-chatbot>

- Heston, T. F., & Khun, C. (2023). Prompt engineering in medical education. *International Medical Education*, 2(3), 198-205. <https://doi.org/10.3390/ime2030019>
- Hikmah, N., Ariyanti, D., & Pratama, F. A. (2022). Implementasi Chatbot Sebagai Virtual Assistant di Universitas Panca Marga Probolinggo menggunakan Metode TF-IDF. *JTIM: Jurnal Teknologi Informasi dan Multimedia*, 4(2), 133-148. <https://doi.org/10.35746/jtim.v4i2.225>
- Hormansyah, D. S., & Utama, Y. P. (2018). Aplikasi chatbot berbasis web pada sistem informasi layanan publik kesehatan di malang dengan menggunakan metode tf-idf. *Jurnal Informatika Polinema*, 4(3), 224-228. <https://doi.org/10.33795/jip.v4i3.211>
- Ivosights (2023). *Lebih baik Chatbot Berbasis Aturan atau Chatbot Berbasis AI?*. <https://ivosights.com/read/artikel/chatbot-lebih-baik-berbasis-aturan-atau-chatbot-berbasis-ai#:~:text=Chatbot%20adalah%20program%20komputer%20yang%20dirancang%20untuk%20berinteraksi,berbasis%20aturan%20dan%20chatbot%20berbasis%20kecerdasan%20buatan%20%28AI%29.>
- Langchain. (2023). *Introduction*. https://js.langchain.com/v0.1/docs/get_started/introduction/
- Luzniak, K. (2023). *Is Llama 2 Better Than GPT Models? 6 Main Differences Between Llama 2 vs. GPT-4 vs. GPT-3.5*. <https://neoteric.eu/blog/6-main-differences-between-llama2-gpt35-and-gpt4/>.
- Mulyatun, S., Utama, H., & Mustopa, A. (2021). Pendekatan Natural Language Processing Pada Aplikasi Chatbot Sebagai Alat Bantu Customer Service. *Journal of Information System Management (JOISM)*, 2(2), 12-17.
- OpenAI. (2023). *About*. <https://openai.com/about/>.

OpenAI Platform. (2023). *Models*. <https://platform.openai.com/docs/models>.

Sampurno, A. R.. (2023). *Chatbot dengan algoritma bidirectional long short term memory untuk website admisi dan humas Universitas Kristen Petra*. <https://dewey.petra.ac.id/catalog/digital/view/57306>

Shawar, B. A., & Atwell, E. (2007, April). Different measurement metrics to evaluate a chatbot system. In *Proceedings of the workshop on bridging the gap: Academic and industrial research in dialog technologies* (pp. 89-96).

Timothy, M. (2023). *The 6 Best Large Language Models in 2023*. <https://www.makeuseof.com/best-large-language-models/#:~:text=The%206%20Best%20Large%20Language%20Models%20in%202023,...%206%206.%20Meta%20AI%27s%20Llama%202%20>.

Topsakal, O., & Akinci, T. C. (2023, July). Creating large language model applications utilizing langchain: A primer on developing llm apps fast. In *International Conference on Applied Engineering and Natural Sciences* (Vol. 1, pp. 1050-1056). https://www.researchgate.net/profile/Oguzhan-Topsakal/publication/372669736_Creating_Large_Language_Model_Applications_Utilizing_LangChain_A_Primer_on_Developing_LLM_Apps_Fast/links/64d114a840a524707ba4a419/Creating-Large-Language-Model-Applications-Utilizing-LangChain-A-Primer-on-Developing-LLM-Apps-Fast.pdf.

Zhao, W. X., Zhou, K., Li, J., Tang, T., Wang, X., Hou, Y., ... & Wen, J. R. (2023). *A survey of large language models*. <https://doi.org/10.48550/arXiv.2303.18223>.