ABSTACT
MONITORING INDIHOME CUSTOMER BILLING DATA USING TELEGRAM AND WEB BOT AT PT. TELKOM WITEL PURWOKERTO

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The Telegram application is one of the latest technology applications that is starting to be widely used by the public which is useful as an application for sending text messages, media, documents and others. To use the telegram application the user must register a phone number or google email to create a telegram account. One of the interesting features in the Telegram application is the *Bot* or chat*Bot* messenger which can be interpreted as an automatic reply message by following the input of the user's command. In this research, the company PT. Telkom Witel Purwokerto, the finance division in charge of managing internet customer billing data. At the time of research, the finance division had problems handling more and more indihome customer data. The data is not well integrated. Therefore, this study makes a web monitoring system for customer data and a telegram application that uses the chat *Bot* messenger feature which functions to display customer arrears data with several orders to be executed. The design of web systems and telegram *Bot*s on this problem uses extreme programming methods as software development that aims to improve software and respond to changing customer needs in the future. The web system used uses the php, html programming language and the use of a database as a storage medium for indihome customer billing data that is integrated through the telegram *Bot* application. Testing the system using the blackbox method which aims to achieve the results of testing and suggestions made by the admin and employees who use it. From these tests, the web monitoring of customer data went well, which displayed a table of indihome customer data and calculations from the table displayed. Telegram *Bot* system functions to display customer data with several command functions on the chat*Bot* that suit the needs of admins and users. This proves that the system that has been created has a good level of feasibility.

Keywords: Telegram, Bot, EP, Blackbox Testing.