

## ABSTRAK

BaliWishful *Tours and Guides* masih mengandalkan komunikasi manual dalam melayani pemesanan wisata, yang berpotensi menyebabkan keterlambatan respons dan inefisiensi pengelolaan data. Penelitian ini bertujuan mengembangkan *chatbot* asisten cerdas berbasis AI dengan otomatisasi *workflow* menggunakan platform n8n. Sistem dikembangkan dengan metode *Rapid Application Development* (RAD) untuk menjamin fleksibilitas pengembangan sesuai kebutuhan pengguna. *Chatbot* diintegrasikan dengan Google Sheets dan Google Calendar untuk mengotomatisasi pencatatan data serta manajemen jadwal. Hasil penelitian menunjukkan bahwa sistem mampu menyajikan informasi wisata, memproses pemesanan secara otomatis, menyinkronkan jadwal, dan mengirimkan notifikasi konfirmasi melalui surel. Pengujian dengan metode *Blackbox* mengonfirmasi bahwa seluruh fungsionalitas sistem berjalan sesuai spesifikasi. Implementasi ini berhasil mentransformasi proses manual menjadi terotomatisasi, sehingga meningkatkan efisiensi operasional pada BaliWishful *Tours and Guides*.

Kata kunci: *chatbot*, otomatisasi, n8n, AI, layanan wisata

## **ABSTRACT**

*BaliWishful Tours and Guides relies on manual communication for handling travel inquiries and bookings, which often leads to delayed responses and inefficient data management. This research proposes the development of an AI-powered intelligent assistant chatbot integrated with n8n automation to provide a more structured and responsive booking service. The system was developed using the Rapid Application Development (RAD) method, allowing for iterative and flexible development aligned with user requirements. The chatbot is integrated with the n8n platform and third-party services such as Google Sheets and Google Calendar to automate booking processes, data recording, and schedule management. The results demonstrate that the system successfully provides tour information, automates booking entries, synchronizes schedules, and sends email confirmations. Black-box testing confirms that all system functionalities operate according to the predefined requirements. Through the implementation of this system, the tour booking process is transformed into an automated workflow, significantly enhancing operational efficiency at BaliWishful Tours and Guides.*

*Keyword: chatbot, automation, n8n, AI, tourism services*