

JOURNAL ARTICLE PUBLICATION STATEMENT

Letter Of Accepted (LoA)

Number : 512/JMA/Vol3/No3/2025

Dear,

M. Fikrul Umam Al Jupri, Muhammad Iqbal Fasa

Thank you for submitting your best article to be published on **Jurnal Media Akademik (JMA)** with the title:

**"PENGARUH PENGGUNAAN TEKNOLOGI CHATBOT DALAM
MENINGKATKAN LAYANAN PELANGGAN PADA PLATFORM E-
COMMERCE: STUDI KASUS PADA SHOPEE INDONESIA"**

Based on the results of the review and the decision of the editorial team, the article is declared **ACCEPTED** for publication in the **Jurnal Media Akademik (JMA)** edition **Volume 3 Number 3 Maret 2025**.

Thus we submit this letter of information to be used as it should be, we express our gratitude.

No Reg : LOA20250408065122



The authenticity of
the LOA can be
checked by scanning
the QR code on the
side!

LOA20250408065122

Sidoarjo, 08 April 2025

Editor In Chief



**Muhammad Rifqi Nur Wachid Adi
Pratama, C.PS., C.WS**

Publisher :

PT. Media Akademik Publisher

JL. Tanjung Dusun Sono Sidokerto RT.01 RW.04, Buduran, Sidoarjo, Jawa Timur (61252)

085727200074

admin@mediaakademik.com