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Dear.

Ryo Adrian Pangestu, Gracyellen Felicia Stephanie, Jordy Aleksander, Shanty Dewi Ramadhani, M. Rachman Mulyandi

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

**"PERUBAHAN PERAN MANUSIA DALAM LAYANAN PELANGGAN
AKIBAT ADOPSI AI"**

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 12 Desember 2025**.

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

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Sidoarjo, 11 December 2025
Editor In Chief



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