

JOURNAL ARTICLE PUBLICATION STATEMENT

Letter Of Accepted (LoA)

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Dear.

M Ilham Bintang, Novan Wijaya

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

**"CHATBOT BERBASIS AI UNTUK LAYANAN PELANGGAN:
SYSTEMATIC LITERATURE REVIEW"**

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 4 Number 5 Mei 2026**.

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

No Reg : LOA20260511121257

Sidoarjo, 11 May 2026

Editor In Chief



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