



JOURNAL ARTICLE PUBLICATION STATEMENT

Letter Of Accepted (LoA)

Number : 1739/JCA/Vol2/No5/2026

Dear.

Fatih Fadilah, Yudistira Pradipta Rusmana, Zerdiansyah, Hasim

Thank you for submitting your best article to be published on **Jurnal Cakrawala Akademika** with the title:

**"Pemanfaatan Artificial Intelligence dalam Layanan Customer Service
Berbasis SaaS di 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 Cakrawala Akademika** edition **Volume 2 Number 5**

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

No Reg : LOA20260117042831



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

LOA20260117042831

Palembang, 17 January 2026
Editor In Chief



Winda Eprilia, S.Pd., Gr., M.Pd.

Publisher :

Lembaga Penelitian dan Pengembangan Pustaka Cendekia

Jl. Sei Sahang, NO. 5296, Kec. IB 1, Kel. Lorok Pakjo, Kota Palembang
0895404313613 / 081274887803
admin@jurnalpustakacendekia.com