Chatbots on the mobile phone or web site is becoming a popular method to interact and service an organisation’s customers. This 1-day programme will enable you to build a basic Chatbot with no programming requirement. It is designed for organisations wanting to build and launch a Chatbot service on their web or as a mobile service.

**DATE**

15 March 2018

**TIME**

1 Day; 9.00am to 5.30pm

**VENUE**

National University of Singapore

**PROGRAMME OUTLINE**

- Introduction to Bots and current landscape
- Overview of Bots platforms and tools/frameworks
- Introduction to the Microsoft’s QnA Maker tool
- Mini-challenge 1 – Build a FAQ knowledge base
- Introduction to the Microsoft Bot Framework
- Walkthrough of the Azure Bot Service
- Exploring and integration of selected Bot channels (Skype, Webchat, Slack)
- Bot design best practices
- Mini-challenge 2 – Build and Deploy your own Chatbot

**WHO SHOULD ATTEND**

- Software engineers, Programmers, Business Analysts, Data Analysts, Frontline staffs or Customer Service Officers

**PRE-REQUISITES**

Due to the nature of skills required, we recommend that organisations send a minimum team of two participants:

- One person from the line of business/operations, e.g. Customer Service Officer, to learn how to build the Chatbot knowledge base. No programming knowledge is required. Basic use of MS Office application like Word or Excel is required.
- One person from IT to learn how to deploy or integrate the Chatbot into the organisation. Familiarity with Javascript is required. Some experience with Microsoft Azure preferred but not required.

[REGISTER NOW!]

Registration will close 5 working days prior to programme commencement date

**SUPPORTING** Adult Learners

**PROMOTING** Lifelong Learning

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### FEES & FUNDING

<table>
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<tr>
<th></th>
<th>International Participants</th>
<th>Singapore Citizens&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Singapore PRs</th>
<th>Enhanced Training Support for ≥ 21 years old</th>
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<td>Full Programme Fee</td>
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<sup>1</sup> All self-sponsored Singaporeans aged 25 and above can use their $500 SkillsFuture Credit to pay for the programme. Visit the SkillsFuture Credit website ([www.skillsfuture.sg/credit](http://www.skillsfuture.sg/credit)) to select the programme.

<sup>2</sup> Mid-Career Enhanced Subsidy - Singaporeans aged 40 and above may enjoy subsidies up to 90% of the programme fee.

<sup>3</sup> Workforce Training Support (WTS) - Singaporeans aged 35 and above (13 years and above for persons With disabilities) and earn not more than $52,000 per month, may enjoy subsidies up to 95% of the programme fee.

<sup>4</sup> Enhanced Training Support for SMEs (ETSS) - SME-sponsored employees (Singaporean Citizens and PRs) may enjoy subsidies up to 90% of the programme fee. For more information, visit [www.ssg.gov.sg/programmes-and-initiatives/training/enhanced-training-support-for-smes.html](http://www.ssg.gov.sg/programmes-and-initiatives/training/enhanced-training-support-for-smes.html).

<sup>5</sup> Eligible organisations (excluding government entities) may apply for the absentee payroll funding via SkillsConnect at [www.skillsconnect.gov.sg](http://www.skillsconnect.gov.sg) for Singaporean/permanent resident participants attending the programme during working hours. The absentee payroll funding is computed at 80% of hourly basic salary capped at $4.50 per hour or $7.50 per hour for SME or 95% of hourly basic salary for WTS. For more information, visit [https://www.skillsconnect.gov.sg/sop/portal/e-Services/For%20Employers/AbsenteePayroll.jsp](https://www.skillsconnect.gov.sg/sop/portal/e-Services/For%20Employers/AbsenteePayroll.jsp).