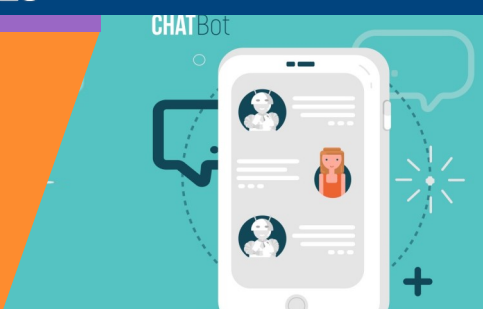


IT BEGINS WITH **NUS** SERIES

CHATBOT DEVELOPMENT BEGINS WITH ME

Learn in the morning, Apply in the evening



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

04 December 2017

TIME

1 Day; 9.00am to 5.30pm

VENUE

National University of Singapore

FEE (includes GST)

Singaporean & PR - S\$697.50

International Participant - S\$802.50

**Registration will close 5 working
days prior to programme
commencement date**

REGISTER NOW!

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.

NOTE

- ◆ Fee for Singaporean & PR is after funding from e2i. Terms and Conditions apply. SkillsFuture Credit does not apply.
- ◆ NTUC members enjoy 50% of the unfunded programme fee support for up to \$250 each year for programmes supported under *UTAP (Union Training Assistance Programme). Terms and Conditions apply. Please visit <http://skillupgrade.ntuc.org.sg>.



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