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

**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.
### FEES & FUNDING

<table>
<thead>
<tr>
<th></th>
<th>International Participants</th>
<th>Singapore Citizens¹</th>
<th>Singapore PRs</th>
<th>Enhanced Training Support for SMEs⁴</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>21 to 39 years old</td>
<td>40 years or older²</td>
<td>Eligible for WTS³</td>
</tr>
<tr>
<td>Full Programme Fee</td>
<td>S$750.00</td>
<td>S$750.00</td>
<td>S$750.00</td>
<td>S$750.00</td>
</tr>
<tr>
<td>Less: SSG Grant Amount</td>
<td>-</td>
<td>(S$525.00)</td>
<td>(S$525.00)</td>
<td>(S$525.00)</td>
</tr>
<tr>
<td>Nett Programme Fee</td>
<td>S$750.00</td>
<td>S$225.00</td>
<td>S$225.00</td>
<td>S$225.00</td>
</tr>
<tr>
<td>7% GST on Nett Programme Fee</td>
<td>S$52.50</td>
<td>S$15.75</td>
<td>S$15.75</td>
<td>S$15.75</td>
</tr>
<tr>
<td>Total Nett Programme Fee Payable, including GST</td>
<td>S$802.50</td>
<td>S$240.75</td>
<td>S$240.75</td>
<td>S$240.75</td>
</tr>
<tr>
<td>Less Additional Funding if Eligible Under Various Schemes</td>
<td>-</td>
<td>-</td>
<td>(S$150.00)</td>
<td>-</td>
</tr>
<tr>
<td>Total Nett Programme Fee Payable, including GST, after additional funding from the various funding schemes</td>
<td>S$802.50</td>
<td>S$240.75</td>
<td>S$90.75</td>
<td>S$240.75</td>
</tr>
</tbody>
</table>

¹ 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.

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

³ Workforce Training Support (WTS) - Singaporeans aged 35 and above (13 years and above for persons With disabilities) and earn not more than S$2,000 per month, may enjoy subsidies up to 95% of the programme fee.

⁴ 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).

⁵ 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).