

Delivery Mode and Location :

1. Sync – Delivered through MS Teams
2. Async (Self Paced) – Support through LMS
3. Classroom – Litan Academy Campus

WSQ Conversational AI and Chatbot Development (SF)
August 2026 Intake

CLASS SCHEDULE								
Module Name:		WSQ Conversational AI and Chatbot Development (SF)						
Course Name:		WSQ Conversational AI and Chatbot Development (SF)						
Cohort Code:		DSSC-ACC-0826						
Mode:		Full-Time						
SOC:		14-Aug-2026		Orientation: Self-Onboarding				
Session No	Session Mode	Session Details	Duration Hrs	Faculty Name	Date	Day	Time	
1	EL-Async	IU 1: Generative AI and Prompt Engineering with Claude <ul style="list-style-type: none"> • Overview of Generative AI, Large Language Models, and Claude's Role in Modern Workplaces • Familiarisation of Claude Ecosystem • The Anatomy of a Perfect Claude Prompt: Role, Task, Context, Constraints & Output • The Framework for Reliable and Accurate AI Outputs in Claude • Claude projects and artefacts IU 2: AI Agent Creation Using Claude <ul style="list-style-type: none"> • Introduction to AI Agents and the Claude Ecosystem (Claude Skills, MCP, Claude Co-work) • Designing and Deploying Single-Task and Multi-Step Claude Agents • Leveraging Built-in vs. Custom Claude Skills for Workplace Automation • Claude Co-work Plugins • Data Analytics with Claude Co-work: KPI Tracking, Variance Analysis, and Interactive Dashboards • Complete MCQ 	4.0	NA	14-Aug-2026	Fri	10:00 - 14:00	
2	MS-Sync	Assignment 1: Crafting Structured Prompts and Automating Workflows with Claude <ul style="list-style-type: none"> • Design and build a custom AI Knowledge Hub using Claude Projects to organise documents, prompts, workflows, and reusable instructions for a business use case • Upload and structure multiple knowledge sources (e.g., SOPs, HR policies, onboarding guides, product FAQs, meeting notes) to create a contextual AI-powered workspace • Create reusable Claude workflows for at least 3 workplace automation scenarios. • Configure structured instructions, custom prompt skills, and response guidelines to ensure consistent, accurate, and role-based AI outputs 	4.0	TBA	15-Aug-2026	Sat	09:00 - 13:00	
3	MS-Sync	Assignment 1: Crafting Structured Prompts and Automating Workflows with Claude <ul style="list-style-type: none"> • Design a multi-step automated workflow where Claude retrieves information from the Knowledge Hub, processes the request, and produces a final business-ready output • Implement quality-control strategies to minimise hallucinations, validate responses against uploaded knowledge sources, and maintain organisational tone and compliance 	4.0	TBA	15-Aug-2026	Sat	14:00 - 18:00	
4	MS-Sync	Assignment 2: Building AI-Powered Workplace Agentic Solutions with Claude Co-work <ul style="list-style-type: none"> • Set up Claude Co-work and configure the environment with relevant plugins (e.g., Data analytics, Docx, PPTX) • Define a clear MSME use case for your AI agent (e.g., SOP generator, email assistant, financial report drafter) • Design the agent's core instructions and equip it with specific Claude Skills to automate the selected workflow • Connect a relevant dataset to Claude Co-work and perform AI-assisted KPI tracking, variance analysis, or trend identification using the data plugin 	4.0	TBA	16-Aug-2026	Sun	09:00 - 13:00	
5	MS-Sync	Assignment 2: Building AI-Powered Workplace Agentic Solutions with Claude Co-work <ul style="list-style-type: none"> • Use Claude to synthesise analytical findings into a structured, management-ready narrative report with actionable recommendations • Test the agent end-to-end, refine based on test scenarios and quality-control checklists, and iterate for improvement • Apply responsible AI governance practices — define data privacy boundaries and document safe automation protocols 	4.0	TBA	16-Aug-2026	Sun	14:00 - 18:00	
6	AS-Sync	Summative Assessment (Written assessment based on assignments)	4.0	TBA	16-Aug-2026	Sun	14:00 - 18:00	

Session Types:

- EL - E-Learning (Async)
- FC - Flipped Class (Sync)
- MS-Sync - Mentoring Support (Sync)
- MS-Async - Mentoring Support (Async)
- AS - Assignment (Sync)
- PM - Project Mentoring (Sync)
- PI - Project Implementation (Async)
- SA - Summative Assessment (Sync)