

**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)**  
**October 2026 Intake**

CLASS SCHEDULE								
<b>Module Name:</b>		WSQ Conversational AI and Chatbot Development (SF)						
<b>Course Name:</b>		WSQ Conversational AI and Chatbot Development (SF)						
<b>Cohort Code:</b>		DSSC-ACD-1026						
<b>Mode:</b>		Full-Time						
<b>SOC:</b>		16-Oct-2026		<b>Orientation: Self-Onboarding</b>				
Session No	Session Mode	Session Details	Duration Hrs	Faculty Name	Date	Day	Time	
1	EL-Async	<ul style="list-style-type: none"> <li>• Overview of Generative AI</li> <li>• Large Language Models</li> <li>• Prompt Engineering and Use Cases</li> <li>• Advanced Prompting Techniques</li> <li>• Demo Video -Assignment 1: Craft prompts and work with LLMs using different use cases • What is Microsoft Copilot Studio</li> <li>• Create agents and work with the Microsoft Copilot Studio interface</li> <li>• Connect Knowledge sources</li> <li>• Enhance the capabilities of Chatbot with Advanced features</li> <li>• Create topics</li> <li>• Demo Video-Assignment 2: AI-Powered Chatbots with Microsoft Copilot Studio Complete MCQ</li> </ul>	4.0	NA	16-Oct-2026	Fri	10:00 - 14:00	
2	MS-Sync	<ul style="list-style-type: none"> <li>Assignment 1: Craft prompts and work with LLMs using different use cases • Understand prompt types: zero-shot, one-shot, few-shot, and Chain of Thought – explore with examples</li> <li>• Create 3 types of prompts for an information-seeking use case (e.g., customer support)</li> <li>• Refine prompts to improve response quality, reduce hallucinations, and maintain tone</li> <li>• Test the same prompt in different models (e.g., ChatGPT, Copilot, and DeepSeek) and compare output</li> </ul>	4.0	Toh Sze Chow Andrew	17-Oct-2026	Sat	09:00 - 13:00	
3	MS-Sync	<ul style="list-style-type: none"> <li>Assignment 1: Craft prompts and work with LLMs using different use cases • Design prompt flows for a conversational experience (e.g., FAQ bot, booking assistant)</li> <li>• Build prompt chaining or step-by-step reasoning</li> </ul>	4.0	Toh Sze Chow Andrew	17-Oct-2026	Sat	09:00 - 13:00	
4	MS-Sync	<ul style="list-style-type: none"> <li>Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio</li> <li>• Set up Microsoft Copilot Studio environment and create a new chatbot project</li> <li>• Define a clear use case for your bot (e.g., lead generation, customer query resolution)</li> <li>• Design and map out conversation flows (welcome message, fallback, intents, actions)</li> <li>• Integrate prompt engineering into your chatbot nodes using generative answers</li> <li>• Add and test input types: buttons, text inputs, adaptive cards</li> </ul>	4.0	Toh Sze Chow Andrew	18-Oct-2026	Sun	09:00 - 13:00	
5	MS-Sync	<ul style="list-style-type: none"> <li>Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio • Connect to a knowledge source</li> <li>• Incorporate agentic flow to your chatbot</li> <li>• Test the chatbot end-to-end, refine based on test scenarios and user feedback</li> <li>• Publish the chatbot to Teams or a website</li> </ul>	4.0	Toh Sze Chow Andrew	18-Oct-2026	Sun	09:00 - 13:00	
6	AS-Sync	<b>Summative Assessment (Written assessment based on assignments)</b>	4.0	Toh Sze Chow Andrew	18-Oct-2026	Sun	08:00 - 22:00	

**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)