

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								
Module Name:		WSQ Conversational AI and Chatbot Development (SF)						
Course Name:		WSQ Conversational AI and Chatbot Development (SF)						
Cohort Code:		DSSC-ACD-1026						
Mode:		Full-Time						
SOC:		16-Oct-2026	Orientation: Self-Onboarding					
Session No	Session Mode	Session Details	Duration Hrs	Faculty Name	Date	Day	Time	
1	EL-Async	• Overview of Generative AI • Large Language Models • Prompt Engineering and Use Cases • Advanced Prompting Techniques • Demo Video -Assignment 1: Craft prompts and work with LLMs using different use cases • What is Microsoft Copilot Studio • Create agents and work with the Microsoft Copilot Studio interface • Connect Knowledge sources • Enhance the capabilities of Chatbot with Advanced features • Create topics • Demo Video-Assignment 2: AI-Powered Chatbots with Microsoft Copilot Studio Complete MCQ	4.0	NA	16-Oct-2026	Fri	Before Next Sync Session	
2	MS-Sync	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 • Create 3 types of prompts for an information-seeking use case (e.g., customer support) • Refine prompts to improve response quality, reduce hallucinations, and maintain tone • Test the same prompt in different models (e.g., ChatGPT, Copilot, and DeepSeek) and compare output	4.0	Toh Sze Chow Andrew	17-Oct-2026	Sat	09:00 - 13:00	
3	MS-Sync	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) • Build prompt chaining or step-by-step reasoning	4.0	Toh Sze Chow Andrew	17-Oct-2026	Sat	09:00 - 13:00	
4	MS-Sync	Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio • Set up Microsoft Copilot Studio environment and create a new chatbot project • Define a clear use case for your bot (e.g., lead generation, customer query resolution) • Design and map out conversation flows (welcome message, fallback, intents, actions) • Integrate prompt engineering into your chatbot nodes using generative answers • Add and test input types: buttons, text inputs, adaptive cards	4.0	Toh Sze Chow Andrew	18-Oct-2026	Sun	09:00 - 13:00	
5	MS-Sync	Assignment 2: Building AI-Powered Chatbots with Microsoft Copilot Studio • Connect to a knowledge source • Incorporate agentic flow to your chatbot • Test the chatbot end-to-end, refine based on test scenarios and user feedback • Publish the chatbot to Teams or a website	4.0	Toh Sze Chow Andrew	18-Oct-2026	Sun	09:00 - 13:00	
6	AS-Sync	Summative Assessment (Written assessment based on assignments)	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)