

uCertify

Course Outline

Getting Started with Chatbots



26 Apr 2025

1. Pre-Assessment
2. Exercises, Quizzes, Flashcards & Glossary
Number of Questions
3. Expert Instructor-Led Training
4. ADA Compliant & JAWS Compatible Platform
5. State of the Art Educator Tools
6. Award Winning Learning Platform (LMS)
7. Chapter & Lessons
Syllabus
Chapter 1: What are Chatbots?
Chapter 2: How Chatbot Works
Chapter 3: What is the Need for aChatbot?
Chapter 4: Conversational Flow?
Chapter 5: Amazon Lex and AWS Account
Chapter 6: Create Bot Using Amazon Lex
Chapter 7: AWS Lambda Function
Chapter 8: Slots
Chapter 9: Error Handling
Chapter 10: Deploy the Chatbot inFacebook Messenger
Chapter 11: Live Chatbot on Facebook
Chapter 12: Dialogflow Account
Chapter 13: Creating a Bot in Dialogflow
Chapter 14: Dialogflow Console
Chapter 15: Integrating the Bot with Slack
Chapter 16: Chatbot Using Microsoft Bot Framework
Chapter 17: Publishing the Bot from VisualStudio to Azure
Chapter 18: Register the Bot
Chapter 19: Dialogflow.v2 SDK

Chapter 20: Webhooks in Dialogflow

Videos and How To

8. Practice Test

Here's what you get

Features

9. Performance Based labs

Lab Tasks

Here's what you get

1. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

2. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

3. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over

- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

4. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

5. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**
 1. Best Postsecondary Learning Solution
- **2015**
 1. Best Education Solution
 2. Best Virtual Learning Solution
 3. Best Student Assessment Solution
 4. Best Postsecondary Learning Solution
 5. Best Career and Workforce Readiness Solution
 6. Best Instructional Solution in Other Curriculum Areas
 7. Best Corporate Learning/Workforce Development Solution

- **2016**
 1. Best Virtual Learning Solution
 2. Best Education Cloud-based Solution
 3. Best College and Career Readiness Solution
 4. Best Corporate / Workforce Learning Solution
 5. Best Postsecondary Learning Content Solution
 6. Best Postsecondary LMS or Learning Platform
 7. Best Learning Relationship Management Solution

- **2017**
 1. Best Overall Education Solution
 2. Best Student Assessment Solution
 3. Best Corporate/Workforce Learning Solution
 4. Best Higher Education LMS or Learning Platform

- **2018**
 1. Best Higher Education LMS or Learning Platform
 2. Best Instructional Solution in Other Curriculum Areas
 3. Best Learning Relationship Management Solution

- **2019**
 1. Best Virtual Learning Solution
 2. Best Content Authoring Development or Curation Solution
 3. Best Higher Education Learning Management Solution (LMS)

- **2020**
 1. Best College and Career Readiness Solution
 2. Best Cross-Curricular Solution
 3. Best Virtual Learning Solution

6. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: What are Chatbots?

- What Makes Chatbot?

Chapter 2: How Chatbot Works

Chapter 3: What is the Need for aChatbot?

Chapter 4: Conversational Flow?

- Handling Interruptions

Chapter 5: Amazon Lex and AWS Account

- Amazon Lex
- Setup AWS Account

Chapter 6: Create Bot Using Amazon Lex

- Terminology
- Getting Started
- Name your Bot
- Intents
- Utterances
- Compile your Bot
- Test the Bot

Chapter 7: AWS Lambda Function

- Working with Lambda Functions
- Enable Lambda Functions
- Create a Lambda Function
- Test the Lambda Function
- Integrate with Intent
- Again, Build your Bot

Chapter 8: Slots

- The Definition
- An intent Supporting Slot

- Add a Slot
- Test the Intent with Slots

Chapter 9: Error Handling

Chapter 10: Deploy the Chatbot in Facebook Messenger

- Facebook Developer Account
- Add your First Product
- Token Generation and Security
- Publish the Bot
- Deploy the Bot on Facebook Messenger
- Subscribe to Webhook
- Add Button for the Bot

Chapter 11: Live Chatbot on Facebook

- Conclusion

Chapter 12: Dialogflow Account

Chapter 13: Creating a Bot in Dialogflow

- Create Agent
- Create Intent
- Default Welcome Intent
- Book a Table Intent
- Action Parameters
- Default Response
- Follow-up Intent
- No Intent
- Yes Intent

Chapter 14: Dialogflow Console

Chapter 15: Integrating the Bot with Slack

- Technical Requirements

Chapter 16: Chatbot Using Microsoft Bot Framework

- Installing Bot Framework
- Bot Framework Emulator

Chapter 17: Publishing the Bot from VisualStudio to Azure

Chapter 18: Register the Bot

Chapter 19: Dialogflow.v2 SDK

Chapter 20: Webhooks in Dialogflow

- BotModel
- Model Mapper
- Intent Handlers
- Intent List
- Intent Router
- Dialogflow Controller

7. Practice Test

Here's what you get

Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

8. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:

- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

Lab Tasks

Here's what you get

You can't stay away! Get
in touch with our team to
www.uCertify.com