| Date: | 01/08/2017 (Tuesday) |
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| Time: | 7.30pm - 9.30pm |
| Venue: | SMU SIS GSR 2-5 |
| Attendees: | Team PlusMinus:<br>Al Rafid Bin Abdul Aziz<br>Low Wen Jun (Belynda)<br>Mario Yeremia Ngawing<br>Tan Ming Kwang<br>Gwee Wei Ling<br><br>THKH:<br>Edy Chandra<br>Frank |
| Agenda: | - Progress update of the Learnhub<br>- Explanation of Bot<br>- Discussion of User Testing plan<br>- Clarification of questions |

| | To-Do | Assignment | Due Date |
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| 1 | Look into customizing of the categories of courses | Wei Ling / Ming Kwang | 13 Aug |
| 2 | Resolve Azure bugs before Sprint end and then add the link into Wiki/Pass to Frank | Wei Ling / Eugene / Belynda | 13 Aug |
| 3 | Remove Comments for the Quiz<br>Add email function to send feedback to HR | Belynda | 13 Aug |
| 4 | Pre-requisite for courses<br>Email Function for Feedback collected by Emma | Ming Kwang | 13 Aug |

| | Things Discussed | Conclusion/To-Do |
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| 1 | **Progress update of the Learnhub** | Currently at Sprint 6.<br><br>Upcoming is Integration of frontend and backend |

| 2 | Explanation of Bot and Portal | **BOT:**<br>Include a 'Configuration Emma' as a subtab under 'Support'.<br><br>Emma should answer questions related to the portal. MingKwang will populate some, Frank will look at portal and lookout for some other questions to add.<br><br>_Tested on Emma:_<br>**Frank:** How are you?<br>**Emma:** Just an assistant to guide you<br><br>**Frank:** Have you had your dinner?<br>**Emma:** I'm your humble assistant<br><br>**Frank:** Help<br>**Emma:** *List of Cards of what the bot can do*<br><br>**Frank:** How do i check status of course application?<br>**Emma:** You can check status through individual training report in the eportal<br><br>**Feedback Function:**<br>There's this function called Feedback:<br>Allow users to give feedback thru Emma. Emma should send an email notification to HR about the feedback gathered. Have an enable/disable function to send email instantly.<br>_Require:_<br>- Name<br>- Department<br>- Feedback<br><br><br>**Configuration Page Function:**<br>Editable answers that the bot Emma will give.<br>Delete the answers<br>Add new answers<br><br>For example:<br>Question: How much is wash hands?<br>Intent (Category): Price Enquiry<br>Entity (Object): Wash Hands<br><br><br>**Portal:**<br>Current outline of the portal such as tabs. Course Module is up as well. |

| | | **Comments Section:**<br>Comments section for course is more of like a testimonial section whereby HR will gather feedbacks from users and then upload the comments up themselves. Details required are Title, Body, Date.<br><br>**Compulsory Courses:**<br>There is compulsory courses that shouldn't require TRF Form. Compulsory are core/permanent courses that is a MUST to complete.<br><br>Include 'Target Audience' field that makes the course compulsory to these target audience. This target audience is just free text, no need validation. But the course should be viewable for everyone. Quiz should also be viewable by everyone.<br>***HR is not the only content editor.***<br><br>**Prerequisite:**<br>For example, WH101 and WH201. If the user have not completed WH101, they cannot download/upload WH201. But we should can let them see the course but don't show the materials.<br><br>There should be more than 1 pre-requisite for the courses. There should be flexibility to allow the users to configure.<br><br>**Mainpage Upcoming Courses:**<br>In the upcoming courses should have the fields such as Date, Venue, Title, Descriptions.<br>Include a hyperlink placement for the future HRIS's TRF form.<br><br>**Issuing Rights:**<br>Master administrator (HR) should have the main rights. Master will give the to other administrators and can retract the rights.<br><br>Course Creator/Content Creator should allow them to determine the quiz passing score<br><br>**Upload Download Courses:**<br>Looking into videos but not up yet. We can also look into embedding the video into Portal<br><br>**Quiz:**<br>Should be able to make multiple quizzes for one course because there might be multiple sections to one course. |

**Resource Tab in Portal:**
There are supposedly to be 3 sub- tabs in Resource tabs. However, there are no instructions given to what these subtabs are.
On Job Training → TBC by Frank.
Sharing thru experience → TBC by Frank.
Training Calendar

**Learning Policies Tab:**
Shouldn't make subtabs available. To make the subtabs viewable only in the tab page itself.

**Client Requests:**
1. Client requested for customizing the number of categories for the tabs. In the future they will be looking at adding/editing categories. Is this possible?
   a. Not likely because adding a new tab will require backend codes involved.
   b. Our recommendation would be lumping everything into one single table and allow users to filters to configure the courses shown.
   c. **Client suggest**: Allow users add more categories. On the main tab, don't show sub tabs but then inside the tab itself, pull out the categories. You then use iFrame to display the category that the user pulled. I.E. if user chose "Compulsory" then the portal will pull out courses related to "Compulsory".
2. Start Date and End Date should be applicable to all courses.
3. Instead of "Hours awarded" change to "Learning Hours"
4. Displaying texts in bold or color words.
5. Have an enable/disable function to send email instantly for the feedbacks gathered.
6. Send to them the hyperlink

**Required Materials from Clients:**
1. Client to give us the list of categories for courses
2. Resource Tab: 'On job training' and 'sharing of experiences' sub tab will be given by Frank subsequently.

| 3 | **Discussion of User Testing Plan** | Users will be Edy and Frank and another 2 HR Staff. Team PlusMinus has requested for another HR to join in the User Testing. To be confirmed for this 5th member.<br><br>Noted on the point that there is no right or wrong answers that the chatbot Emma will give.<br><br>10 Aug after 1.30pm |
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| 4 | **Clarification of questions**<br><br>1. What should we do with Training calendar?<br>2. Are we still having start/end date for the course?<br>3. Who can access to dashboards (Analytics)?<br>4. Who can view e-report?<br>5. Can higher level view e-report of lower staffs?<br>6. Where should we see the HOD comments? In Report or Quiz page?<br>7. Can we edit/delete comments for course comment page?<br>8. Is 'Compulsory Courses' required as a category? What other categories are there?<br>9. Are we allowing access to external users ?<br>10. Home page allow all users to insert new entry?<br>11. Under Resource -> On Job Training is what, Sharing through experiences is what?<br>12. What are Useful Links ?<br>13. What do we put for 'Contact us'? | 1. Linked to upcoming courses<br>2. Yes. But start date/end date is to allow viewing of module on the portal (when show the module, when don't show the module etc)<br>3. Make dashboard access as a role.<br>4. Ownself should be able to see own report. Anyone that is higher level than yourself should be able to view the report.<br>5. In point 4.<br>6. Move to good to have. Implement this at the end.<br>7. As we are changing into HR input, this is NA.<br>8. Yes. It should be customizable to the names/number of categories<br>9. This is an internal portal. No one can access this<br>10. Master admin and admin can publish content on home page<br>11. Get back to us again.<br>12. For example, new HRIS System, then add the hyperlink to bring people there. Like CMS. Team PlusMinus will discuss on this again<br>13. Simply the name, contact number, email. TBV on this |
| 5 | **AOB:**<br>10 Aug 1.30pm AMKTHK Hospital<br><br>18 Aug Acceptance 6pm, Clients to arrive before 5.45pm for team to prepare etc. | |

| Why Emma?: <ul><li>Natural language processing</li><li>Can process human language</li><li>More intelligent</li><li>Will learn overtime</li></ul>**Negative points about others:**<br>Others need to ask fixed question then will give you fixed answers. | |
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The meeting was adjourned at 9.30pm. These minutes will be circulated and adopted if there are no amendments reported in the next three days.

Prepared by,
Low Wen Jun

Vetted and edited by,
Rafid Aziz