



(a) Course general logic

- Before starting the main course, clients need to answer the quiz / questionnaire (Assessment 1) first.
- Clients start the course in a sequence
- Upon completion of each session, there should be a few questions to answer that need to be submitted as homework (if any) for the clients to continue to the next session.
- When a course is completed,
 - i. Clients submit the homework (if any)
 - ii. Clients answer the evaluation e-form.
- The System will log and save all course details and activities (e.g. course starting date, end time) of the client.

(b) Special course logic or handling

- Some courses need to include a parameter of maximum capacity which when reached will hide the course to prevent further enrollment.
- Some courses may not necessarily follow in sequence, nor do all courses require to answer the quiz, questionnaire or evaluation e-form.

- Some video courses require continuous attendance verification by displaying a prompt message or question in specified time intervals for clients to respond in order to continue playback.
 - If the course is expired, client cannot continue the course.
 - When the clients submit their homework, the System shall save the homework in an agreed system folder, and send an alert email to notify the staff.
 - In some of the courses in Level 1, the System shall allow clients to send email to the staff for assistance.
 - When the course is completed, the System shall provide a comment box for the clients to fill in their comment or question about the course which is saved into the System and an email is sent to staff to follow up the case.
 - When the clients answer the quiz, questionnaire or evaluation e-form, the System shall provide a Save/Draft button for the clients to save the current position and start from this position for the clients in the next visit
- (c) For Quiz / Questionnaire e-form in level 0 and 1, clients free to answer, but the course is not compulsory to attend.
- (d) Collect quiz / questionnaires and courses input data shall integrate into the backend database system for further analysis.
- (e) When the clients submit the evaluation e-form in level 0 and 1, the System shall provide two messages to alert the clients.
- i. If the score is below a certain standard, the System will prompt the client with a message to introduce a course.
 - ii. If the score is above a certain standard, the System will prompt the client with a message to suggest to leave their name and email address to the staff for further contact.
- (f) The online video conference shall have a chat function (similar to Zoom or Teams) for staff and the clients to share their comment.
- (g) For the online video conference in Level 0, there are some regular live programs (e.g. every Thursday at 20:00) for the public to join. The public can access the course directly through a link. In Level 1 to 3, all online chat shall be managed by the staff and clients need invitations to join the chat session.

(h) Course files Format

- There are 8 types of file formats in the 4 levels of courses, i.e. text, quiz, questionnaire, video, audio, game, powerpoint and online video conference.
 - ◆ 10 templates of quizzes or questionnaires shall be available for customization.
 - ◆ Course and content shall be provided by BOKSS.

- Quiz, Questionnaire and Course
 - ◆ The format shall support radio button, checkbox, text, command button, section, drop-down list, date picker, and e-signature.
 - ◆ The answer option shall be optional and/or mandatory.
 - ◆ The System shall provide an option to limit the answer as alphabet only, number only, etc.
 - ◆ The System shall perform score calculation.
 - ◆ The System shall email the quiz result.

(i) Chatbot logic

- i. The Chatbot shall provide basic information (e.g. hotline, email address).
- ii. The Chatbot shall interpret words given by a person and provide a pre-set answer.
- iii. The Chatbot shall be able to recognize and prioritize crisis alert (e.g. keyword "suicide") – to be specified.
- iv. The Chatbot shall collect chat data and integrate them into the back-end database for further analysis.

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