

**MINUTE OF
THE 24th ICT LEARNING FORUM
ON
“Bring Your Organization Online and Auto Response via Chatbot”**

06 November 2018, 8:00am – 5:00pm, at Diakonia Center



*Prepared By: Ms. Keo Mara, Learning Specialist
Supported By: Ms. Sreng Sophorn Lakhena, Assistant*

I. Introduction

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has played a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

To keep responding to the needs of the NGO community; the 24th ICT Learning Forum was full-day conducted on **06 November 2018** at Diakonia which focused on **“Bring Your Organization Online and Auto Response via Chatbot”**, and **this forum** for ICT practitioners who came from members and non-members organizations of CCC, with the specific objectives as below:

II. Objectives of the ICT Learning Forum

- To strengthen participants to understand overview of Auto Response via Chatbot and Healthogo
- To strengthen participants to understand what are the benefits of Chatbot and Healthogo
- To create a learning and sharing environment and build a stronger network each other

Opening Remarks by Mr. Soeung Typo, Capacity Development Manager of CCC

The 24th ICT Learning Forum was opened remark by **Mr. Soeung Typo, Capacity Development Manager of CCC**. He expressed that currently, ICT is very important, the term is generally accepted to mean all devices, networking components, applications and systems which combined people and organizations (i.e., businesses, application (scholarship and job) nonprofit agencies, governments and criminal enterprises to interact in digital world. Everything, we are working by online. He added DI and CCC conducted research via online related to ICT, the result showed good from responder that ICT is very important. CCC also included CIT into Governance Hub Program(GHP). And CCC will develop, update and innovation new technology and tool to share CCC members.



Finally, he thanked to a Speakers and ICT working group members who always supported CCC as well as ICT practitioners who always shared and learned each other, the last one is CCC team in facilitating to conduct this event.

Summary outputs of the ICT 24th Learning Forum

The 52 participants (13women) including CCC staff attended within this learning forum. They were from 33NGOs who from CCC members.

The 24th ICT Learning Forum, Ms. Mara was share about ICT practical guideline book to all participants, she asked participant to correct on this book keep it use together.

Session1: Review the last ICT learning forum in May 2018



The last learning forum in which conducted in May 2018 was reviewed by **Mr. Tri Leng Communication Specialist, Development Innovations(DI)** And **Mr. Chhouk Phalputhiridh, Communication Specialist(CCC)**. In the reviewing sessions the **" Smartphone Video Tips & Tricks"** was reviewed by **Mr. Tri Leng**, and the **"Using Smartphone for Video Development"** was reviewed by **Mr. Chhouk Phalputhiridh**.

The slide presentation please link to : www.ccc-cambodia.org

In the reviewing sessions, some participants also shared what they have learned from the previous sessions are Social Media, Video Shooting, how to take picture by smartphone, Develop content of story ...etc.

A few of them also shared what they have applied.



I have applied related to take photo by smart phone myself and post on Facebook. I get more comment and more like (it is beautiful picture)

Session 2: Sharing on "Auto Response via Chatbot".

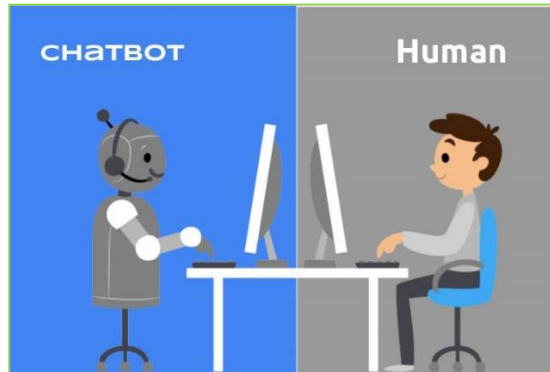
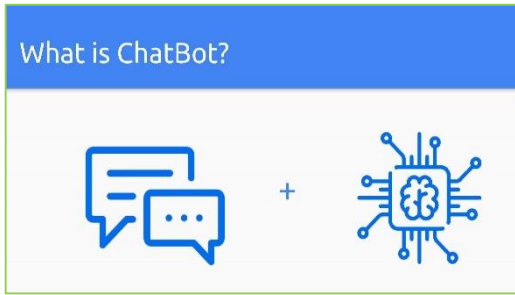
The Auto Response via Chabot was shared by Mr. Chy Sopha, Design Specialist of Development Innovations(DI). He focused on the key contents:

- Overview of Chatbot?
- How it can help us?
- How we can we use it?



➤ **What is chatbot?**

Before we know about Chatbot, we should know what is chat? And What is bot?



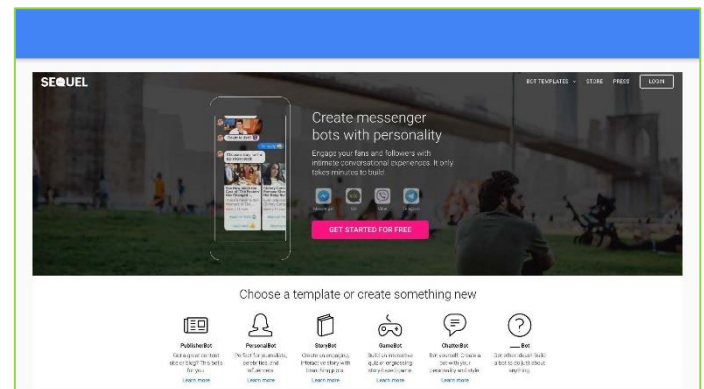
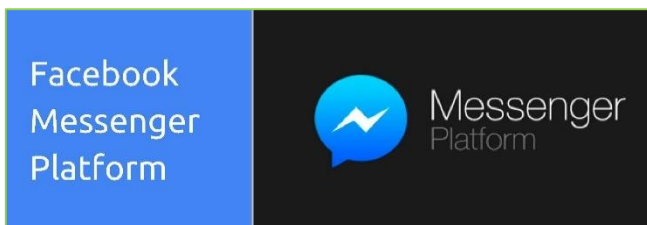
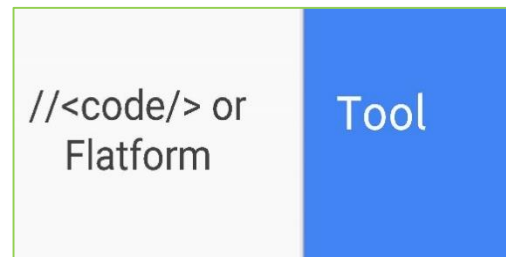
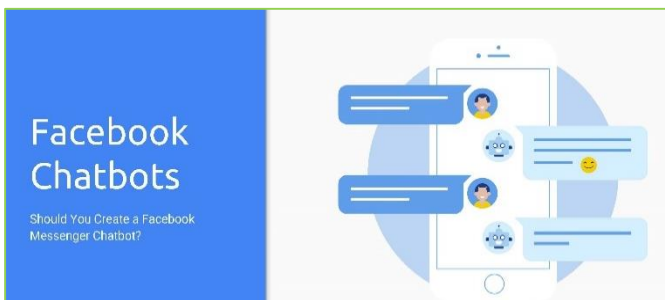
➤ **How it can help us?**

- Save time & money
- Better outcomes service
- Provide 7/24 support

➤ **How we can we use it?**

- Define your goal & User
- Content strategy
- Flow
- Choose Platforms

We can Choose Platforms as below:



Practice with Chatbot

➤ **Question and Answer from participants**

Q: What should we define the questions to reply with audiences by using tool?

A: We can check information with our organizational goal that we already set target, Chatbot is a tool help us

Q: Can we use Chatbot with google chat?

A: We can, because it has difference function.

Q: Do we have some platform for using tool for free?

A: We can use it on Facebook page.

Session 3: Sharing on “Healthogo”

The Healthogo was presented by **Mr. Saing Darareksmey Executive Director, Health time Corporation.** He mentions that we are talking the important point which we need to know effective health as below:

- ❖ What is “Healthogo”?
- ❖ Why we need to have it?
- ❖ What is the benefits?
- ❖ How can we develop it?
- ❖ How we can we use it?
- ❖ How to bring your organization online?

Note: Some information from Healthogo, Please check on <http://www.healthtime.tips/> and

- **CCC website** www.ccc-cambodia.org



➤ **Question and Answer from participants**

Q: Can the hospital be trusted with the services and what is role and responsibility?

A: We are working with Health of Ministry.

Session 4: Sharing on "Choosing the Right Publishing Platform to Sustain Your Voice Outreach"

This session was shared by **Mr. Tepken Vannkorn, Co-Founder, CAMWP DEV.** He explained and demonstrated the key points as below:

- ☞ WordPress is Free!
 - Free to Use
 - Free to Make Change
 - Free to sell
- ☞ Ease of Learning and Using
- ☞ WordPress is Extendable
 - Thousands of Plugins and Themes
 - Theme Frameworks
- ☞ WordPress is Scalable
 - Custom Post Type
 - Custom Fields
 - The power of WP_Query(), meta_query(), tax_query()
- ☞ Huge Community
 - Stack Exchange



- WordPress Codex
- WordPress Developer, ...
- ☞ WordPress is Search Engine Friendly
- ☞ WordPress has Advanced Editor
 - Focus only on Content
 - Able to handle any type of content
 - Gutenberg
- ☞ WordPress has Smart Database Structure
- ☞ WordPress Has Command Line Interface
- ☞ WordPress has REST API
 - Use WordPress as the backbone of any Web/Mobile Application
- ☞ WordPress is Safe!

Practice with Chatbot

➤ Question and Answers from participants

Q: WordPress are update version, so it all documentation will lost or not?

A: No

Q: Do WordPress will become to App?

A: yes, but we have code and information

Please kindly find the detail in slide Presentation on CCC website

Evaluation of the Learning Forum

Based on the evaluation sheet showed the result overall of the learning forum as detail below:

Topics	Very Unsatisfied (%)	Unsatisfied (%)	Normal (%)	satisfied (%)	Very satisfied (%)
Process			4%	52%	44%
Venue			15%	63%	22%
Logistics providing		4%	26%	63%	7%
Contents			48%	52%	0%
Understanding the key contents			33%	63%	4%
Explanation	7%	11%	22%	53%	7%
Sharing Experience			4%	52%	44%
Duration			15%	63%	22%

➤ **What points will be applied to improve your own skills as well as your organization's performance? (Please give specific point)**

- Sharing Healthogo app to colleagues
- Writing a good content with Chatbot
- how to create WordPress
- Chatbot and WordPress for upgrade Website development
- Apply Chatbot in Facebook page

- Develop storytelling
- Writing a good content for social media,
- Use rule of take photo .it make more beautiful and smooth
- Using smart phone for Video shooting
- More time to best practice
- Improve the content development, photo and Video shooting
- Develop the auto respond for using FB page

Closing Remarks

The ended of the 24th ICT Learning Forum, Mr. Mr. Soeung Typo thanks giving to the participants who spent their value time in attending the forum until the end, he also thanks giving to all speakers and ICT working group who shared their knowledge and experiences in the learning forum. He added, the participants can learn more from ICT forum to apply and improve their daily performance. By the way, he also thanks to all participants who joined this event and some participants who have ICT background shared their experience.



Annex: Agenda

Concept Note For The 24th of ICT Learning Forum

On “Bring your organization online and Auto Response via Chatbot”

**06 November 2018, 8:am – 5:00pm, at *Diakonia Center (ICF Building)*
#19-21, Street 330, Boeung Keng Kang III, Chamkamorn, Phnom Penh**

I. Introduction

As the longest established membership organization in Cambodia, the Cooperation Committee for Cambodia (CCC) has played a unique role since 1990 in strengthening the cooperation, professionalism, accountability, governance, and development effectiveness of the Civil Society Organizations (CSOs) that are working across diverse sectors in Cambodia.

Phase 3 of CCC’s Governance Hub Program (GHP) for the five year period 2017-2021, the goal of CCC is for a “strong and capable civil society, cooperating and responsive to Cambodia’s development challenges”. The GHP’s program goals are 1) enhanced effectiveness and impact of civil society organizations (CSOs), and 2) improved enabling environment for CSOs. Responding to its goals CCC offers a range of capacity development and learning opportunities for NGO staff to influence their thinking and practices and to deliver high quality services appropriately respond to the true needs of those CSO.

One of seven program strategies is the **Learning and Capacity Development** for CCC members and other interested CSOs. Among this program the learning forum on Human Resource Management (HRM), Monitoring and Evaluation (M & E), Information Communication Technology (ICT) and Finance Management forum is very importance to build the capacity of its members for better performance of their service delivery. To ensure the quality of the learning forum CCC has formed the Working Groups to provide inputs and advice for NGO learning community in Cambodia. The Working Group will play role as an oversight committee to provide strategic and technical support to NGO community to promote and improve their Human Resource Management, Monitoring and Evaluation, Information Communication Technology and financial management system within their organizations for effectiveness and efficiency development in NGO sector of Cambodia.

To keep responding to the needs of the NGO community; CCC had conducted the 23rd ICT Learning Forum on 24 May 2018 with the main topic is **“Cost Effective Contents Development and Video Shooting”**. On the other hand, to strengthen the capacity on NGO governance in Cambodia, the ICT Working Group members decided to select the main topic which raised by NGO participants during the last learning forum on **“Bring your organization online and Auto Response via Chatbot”**

The 24th ICT Learning Forum is designed for ICT practitioners who come from members and non-members organizations of CCC. This event will be full-day conducted on **06 November 2018 at Diakonia center (ICF/KSSA)** with specific objectives, expected outputs, and agenda as below:

II. Objectives of the ICT Learning Forum

- To strengthen participant’s to understand overview of Auto Response via Chatbot and Healthogo
- To strengthen participant’s to understand what are the benefits of Chatbot and Healthogo
- To create a learning and sharing environment and build a stronger network each other

III. Expected outputs

- The participants will have better understanding what is Response via Chatbot and Healthogo
- The participants will have better understanding how to use online Auto Response via Chatbot and Healthogo effectively in their organization.
- Practitioner participants will have more chance to learn, share and strong more relationship

IV. Target Participants

This ICT learning forum is offered to a maximum of 60-80 participants from CCC members and non-members organizations who are ICT practitioners and other interested NGOs. Each participant should be assigned by the senior management of their organization and committed to apply what has been learned from the forum to their organization. Participants from non-CCC member are welcomed but are subjected to pay attendance fee as stated in the CCC Policy to support the Learning Forum’s logistic arrangement.

V. Detailed Agenda

Time	Key Contents	Resource Facilitators
07:30-08:20am	- Registration	- Ms. Sreng Sophornlakhena, CD Assistant, CCC
08:20-08:30am	- National Anthem - Welcome and Introduction of the forum objectives	- Ms. Keo Mara, Learning Specialist, CCC
08:30-08:40am	Opening remarks	- Mr. Soeung Saroeun Executive Director, CCC

08: 40-09:30am	Session1: Review the learning forum on “Cost Effective Contents Development and Video Shooting” <ul style="list-style-type: none"> - “Smartphone Video Tips & Tricks”. - <i>Sharing the Flesh Out practical exercise on “Using Smartphone for Video Development”</i> 	<ul style="list-style-type: none"> - Mr. Chhouk Phalputhiridh Communication Specialist, CCC - Mr. Tri Leng Communication Specialist, Development Innovations(DI)
09:30-09:45am	Session 2: Sharing on Auto Response via Chatbot <ul style="list-style-type: none"> - Overview of Chatbot? - How it can help us? - How we can we sue it? 	<ul style="list-style-type: none"> - Mr. Chy Sophat Design Specialist, Development Innovations(DI) - All participants
9:45:-10:00am	Coffee Break	- All
10:00:- 11:00pm	Session 2: (continue) Sharing on Auto Response via Chatbot <ul style="list-style-type: none"> - Get Start with chartbot - Practice - Q&A 	<ul style="list-style-type: none"> - Mr. Chy Sophat Design Specialist, Development Innovations(DI) - All participants
11:00-12:00pm	Session 3: Sharing on “Healthogo” <ol style="list-style-type: none"> 1. What is “Healthogo”? 2. Why we need to have it? 3. What is the befits? 4. <i>How can we develop it?</i> 5. How we can we sue it? <p>Q&A</p>	<ul style="list-style-type: none"> - Mr. Saing Darareaksmeay Executive Director, Healthtime Corporation - All participants
12:00-01:30pm	Lunch Break	All
01:30-01:35pm	Energizer game	• All
01:35-02:30pm	Session 3 : (continue) <ul style="list-style-type: none"> - <i>Sharing on “Healthogo”</i> - <i>How to bring your organization online?</i> - Q&A - <i>Announcement of DI program(15mn)</i> 	<ul style="list-style-type: none"> - Mr. Saing Darareaksmeay Executive Director, Healthtime Corporation - All participants
02:30-3:30pm	Session 4: Sharing on "Choosing the Right Publishing Platform to Sustain Your Voice Outreach"	<ul style="list-style-type: none"> - Mr. Tepken Vannkorn Co-Founder, CAMWP DEV - All participants
3:30 - 3:45pm	Coffee Break	All
3:45-4:30pm	Session 4 : (continue) Sharing on "Choosing the Right Publishing Platform to Sustain Your Voice Outreach" <ul style="list-style-type: none"> - <i>Practice</i> - Q&A 	<ul style="list-style-type: none"> • Mr. Tepken Vannkorn Co-Founder, CAMWP DEV • All participants
4:30-4:50pm	Session 5 : <ul style="list-style-type: none"> - Selection topic for next learning forum - Forum Evaluation 	<ul style="list-style-type: none"> • Ms. Keo Mara, Learning Specialist, CCC • All participants
4:50-5:00pm	Conclusion and Closing	Mr. Soeung Typo, Capacity Development Manager, CCC

Note: CCC reserves the rights to change the agenda based on the availability of the speakers and timeconstraints.