

Leads Help

Virtual assistant (Madge)

Customising Madge (VA)

“Madge” (VA) features

With Madge, you have the flexibility to control her features, easily switching them on or off according to your preference. In the future, we will be adding more features and functionality to Madge. Currently, the following options are available:

- Course chat (specific to the current page)
- Forum responses (within 30 seconds)
- On-page Quiz to aid knowledge retention (on most course pages)
- VA support for writing SMART goals (coming soon)
- Feedback on goals and interventions to enhance the quality of first drafts (coming soon)
- Feedback on goals and interventions to aid tutor feedback (coming soon)

VA global settings

You can customise Madge's (VA) features at a global organisational level. This streamlines the cohort setup process, saving tutors valuable time and effort.

1. Click on Admin menu to reveal the drop-down menu



2. Select 'Settings' to open the 'Edit your organisation settings' page.
3. Within the interface, you will find three tabs with customisable settings. These tabs offer the following options:
 - **Course settings:** Enable virtual assistant course chat and forum replies.
 - **Goal and Action Plan (GAP) settings:** VA support in generating goals and reviewing goal and intervention statements for participants and tutors (launching soon).
 - **GAP Learner Profile settings:** Set requirements for completing the GAP learner profile (launching soon).

Edit your jurisdiction settings

[◀ Back to Admin \(Home\)](#)

Change your settings below, hover over the **i** icon for a description of the option

All settings can be overridden for an individual cohort by editing the cohort on your admin pages or by enabling the tutor choice option for that setting which will allow tutors to change that setting for each of their cohorts.

Option	Enable i	Tutor choice i
i Virtual assistant course chat	<input type="checkbox"/>	<input type="checkbox"/>
i Virtual assistant forum reply	<input type="checkbox"/>	<input type="checkbox"/>

SAVE SETTINGS

4. A check in the checkbox indicates that an VA feature has been enabled.
5. Enabling tutor choice allows tutors to decide whether to enable or disable a feature by cohort.
6. Click 'Save settings' to save your chosen settings.

Troubleshooting settings

If tutors encounter any issues enabling Madge (VA), the admin/lead should check that the 'tutor choice button' is enabled in Admin, Settings.

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[◀ Back to Admin \(Home\)](#)

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i Virtual assistant course chat	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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SAVE SETTINGS