

# A Study of Synchronous CyberCounseling System on the Basis of Multi-Agent Framework

黃健峰、楊豐兆

E-mail: 9422458@mail.dyu.edu.tw

## ABSTRACT

Because of the great progress in Internet technology, cybercounseling has been drawn much more attentions. Many counseling institutes now start to get involved in the system of cybercounseling. However, few application softwares can be provided for counselors to use. Without doubt, the lack of this kind of software is definitely a limitation if we want to develop a better cybercounseling system. This study, therefore, on the basis of the multi-agent system, focuses its attention on setting up a synchronous cybercounseling system through good communication and cooperation with agents. By doing so, the counselor can provide the agent with the best and versatile service through the well-planned communicative medium. The design of this study includes three cybercounseling platforms: user interface, repository, and core kernel. The purpose of these three models is to clarify the data among user interface, business logic, and information processing. In addition, they also make the system lower coupled and allow the system itself to be easily crammed with new functions. That is to say, the agent, counselor, and supervisor can communicate with each other through the reserved user interface. Repository can collect the related data of each counseling, including appointment record, counseling record, and individual record. The counseling core kernel is composed by the multi-agents which are the on-line agent, the appointment agent, and the message agent. One agent is responsible for speculating the users' on-line status; the other one deals with examining the users' rights and arranging the time for the next appointment; another takes on its responsibility of accepting, restoring, and re-arranging counseling messages. The study follows the methodology of PASSI to develop the system of multi-agents. Besides, in order to develop a better systematic design, the study aims to be done with the combination of counseling process and the need of both the counselor and the supervisor. It is hoped that by automatizing the counseling procedure and databanking the counseling messages, a more professional synchronous cybercounseling system will be developed. The service of cybercounseling is quite common, so this study hopes to bring about more promising results to the further research.

Keywords : Synchronous CyberCounseling, Counseling Procedure,PASSI, Mutli-Agent

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