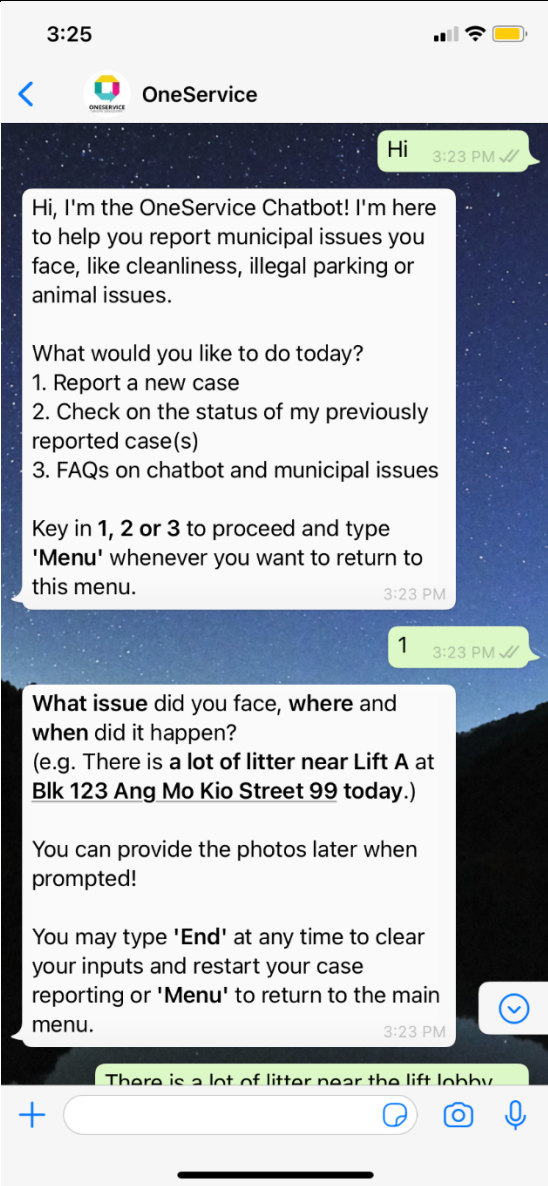
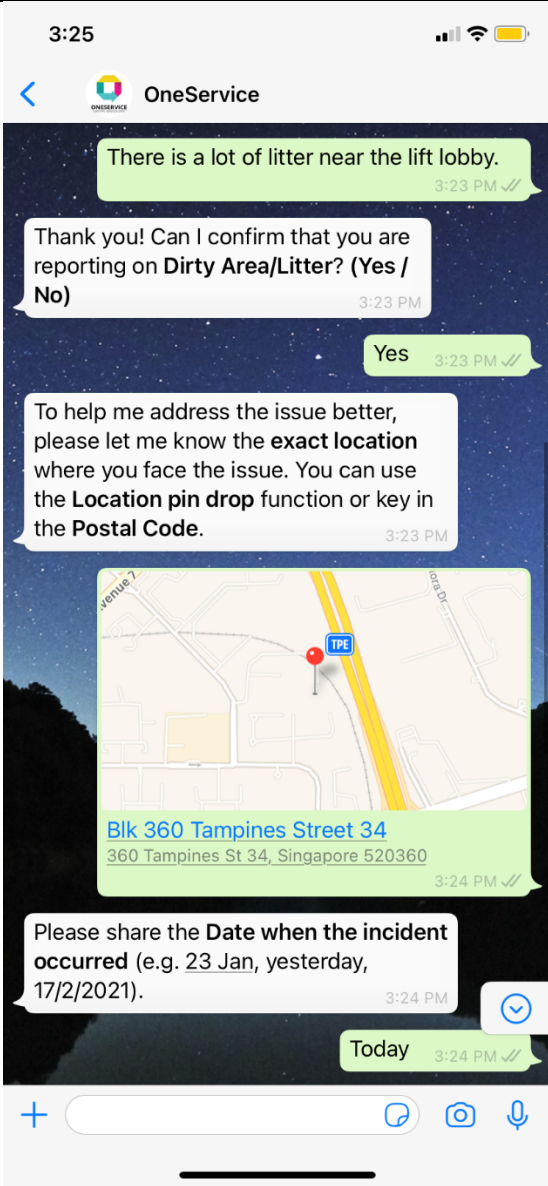
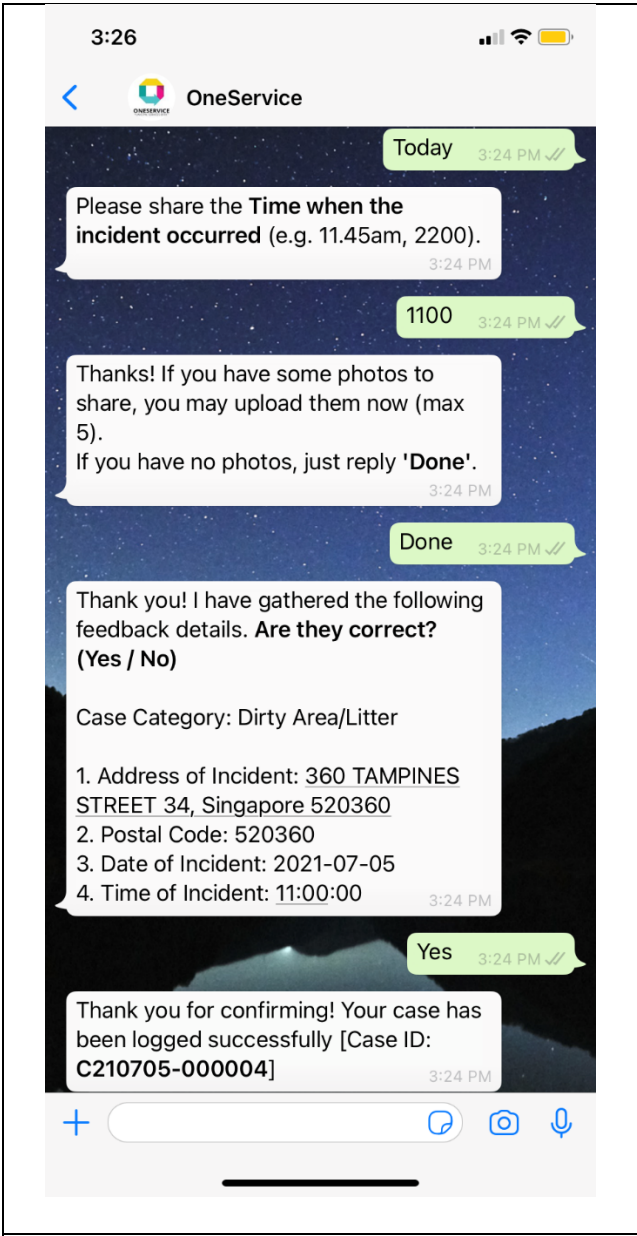


Sample Interface of OneService Chatbot on WhatsApp

 <p>3:25</p> <p>OneService</p> <p>Hi 3:23 PM ✓</p> <p>Hi, I'm the OneService Chatbot! I'm here to help you report municipal issues you face, like cleanliness, illegal parking or animal issues.</p> <p>What would you like to do today?</p> <ol style="list-style-type: none"> 1. Report a new case 2. Check on the status of my previously reported case(s) 3. FAQs on chatbot and municipal issues <p>Key in 1, 2 or 3 to proceed and type 'Menu' whenever you want to return to this menu. 3:23 PM</p> <p>1 3:23 PM ✓</p> <p>What issue did you face, where and when did it happen? (e.g. There is a lot of litter near Lift A at Blk 123 Ang Mo Kio Street 99 today.)</p> <p>You can provide the photos later when prompted!</p> <p>You may type 'End' at any time to clear your inputs and restart your case reporting or 'Menu' to return to the main menu. 3:23 PM</p> <p>There is a lot of litter near the lift lobby</p>	 <p>3:25</p> <p>OneService</p> <p>There is a lot of litter near the lift lobby. 3:23 PM ✓</p> <p>Thank you! Can I confirm that you are reporting on Dirty Area/Litter? (Yes / No) 3:23 PM</p> <p>Yes 3:23 PM ✓</p> <p>To help me address the issue better, please let me know the exact location where you face the issue. You can use the Location pin drop function or key in the Postal Code. 3:23 PM</p> <p>Blk 360 Tampines Street 34 360 Tampines St 34, Singapore 520360 3:24 PM ✓</p> <p>Please share the Date when the incident occurred (e.g. 23 Jan, yesterday, 17/2/2021). 3:24 PM</p> <p>Today 3:24 PM ✓</p>
<p>Panel B1: User has the option to:</p> <ol style="list-style-type: none"> 1. Report a new case 2. Check on the status of previously reported cases 3. Read Frequently Asked Questions on the Chatbot and Municipal Issues. 	<p>Panel B2: User provides feedback on Dirty Area.</p> <p>The Chatbot predicts the case and prompts user for further details.</p>



Panel B3: Photographic evidence (if any) is also requested.

Case summary provided for confirmation.

Case ID provided for user for future reference.