

Admin Console Guide

Last updated September 2023



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Introduction to VICA

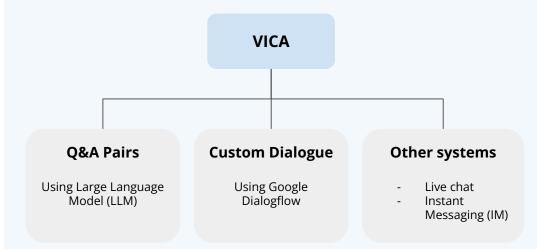
VICA is GovTech's next-generation citizen assistant platform that leverages Artificial Intelligence (AI) to develop chatbots that are efficient for government agencies to operate, and useful for end users seeking assistance.

The VICA team works on providing agencies with easier chatbot training processes in order to provide members of public quicker and more direct answers to their queries, leading to greater overall satisfaction with government services and increased trust in government agencies.

VICA engine

VICA platform will now leverage two powerful engines to enhance your chatbot experience. This dual-engine approach ensures that VICA can handle a wide range of conversational scenarios, from complex interactions to specific queries, delivering a seamless and comprehensive experience for users.

The Custom Dialogue engine, powered by Dialogflow, provides a robust framework for creating dynamic and guided conversational experiences. Additionally, the Q&A engine, powered by the OpenAI Embedding Model, utilizes advanced techniques such as natural language understanding to better match highly relevant and accurate responses to user queries.





Why did we introduce Q&A Pairs?

By introducing Q&As powered by the powerful OpenAI Embedding Model, the system's capability to comprehend the context and nuances of a wide range of queries has been significantly improved. This integration marks a major enhancement in the ability to deliver accurate and relevant responses to members of the public.

| With Q&A, the system is capable of recognising: | That all the variations mean the same thing as: |
|--|--|
| "I want to book an appointment for a health screening" "How to book a health screening?" "Medical check up appointment booking" "Health check up appointment. how to book?" | <i>"I want to book an appointment for a health screening</i> |

With the transition away from the Dialogflow engine, agencies can now eliminate the need for including training phrases solely for the purpose of training the system. This shift has streamlined and optimized the system's ability to grasp the meaning and context of user queries without relying on explicit training phrases to train the bot to comprehend.

When should I use Q&As?

Recommended where users are likely to ask specific queries and expect direct responses.

When you build your chatbot knowledge base using the Q&As, the engine is designed to understand the user query and match it to the appropriate Q&A pair.

It is important to note that all matching systems cannot guarantee 100% accuracy, as a vague or ambiguous query can still lead to an unexpected best match.

While the text "100 days" may not be an exact match to "less than 183 days", the engine is still capable of identifying the relevant information and providing accurate responses.

User Query

I'm in Singapore for 100 days, am I a tax resident?

Query is matched to Q&A pair of:

Q: "What happens if a foreigner stays in Singapore for less than 183 days?"

A: If a foreigner stays in Singapore for less than 183 days, they will be regarded as a non-resident.

Tax residency status will be reviewed at the point of tax clearance when they cease employment based on the tax residency rules.

Example of Q&As

I forgot my Singpass password. How do I reset it?

04:29PM

If you have set up your Singpass 2FA, you can reset your password instantly online:

- 1. Visit Singpass Portal
- 2. Select 'Services' on the top scroll bar
- Select 'Reset password' and enter your NRIC or FIN details, followed by Singpass Face Verification or SMS One-Time Password
- Create your new Singpass password

Alternatively, you may request for a PIN mailer to be sent to your registered address. You will receive your PIN mailer in 3 working days.

04:29PM



When should I use custom dialogue?

Complex dialogues: Recommended for agencies that require handling transactional flows or have dialogues with multiple levels of intents beyond the basic L1 intent.

Custom dialogue allows you to handle multi-turn/transactional conversations and provide personalized responses based on user inputs. User Query

I want to check my own income tax status.

In order for me to retrieve your filing status. I will need you to login with your Singpass.

Login with Singpass

I do not have Singpass

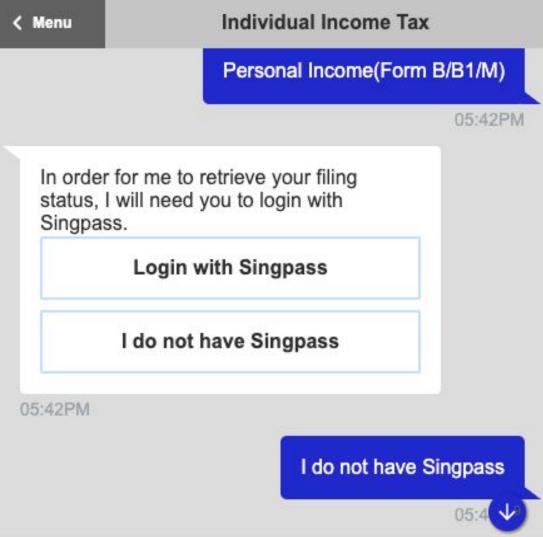
Here is your income tax status. [Show results here]

You may register and activate your Singpass 2FA at www.singpass.gov.sg.

For individuals who are not eligible for Singpass, you may apply for a Singpass Foreign Account (SFA) by clicking the button below

Apply for SFA

Example of Custom Dialogue

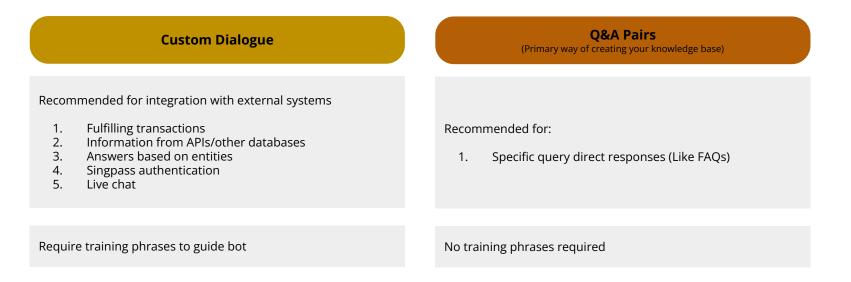




Q&A or Custom Dialogue?

When considering whether to use the Q&A or custom dialogue in creating your chatbot knowledge base, it's important to understand the specific scenarios where each option excels.

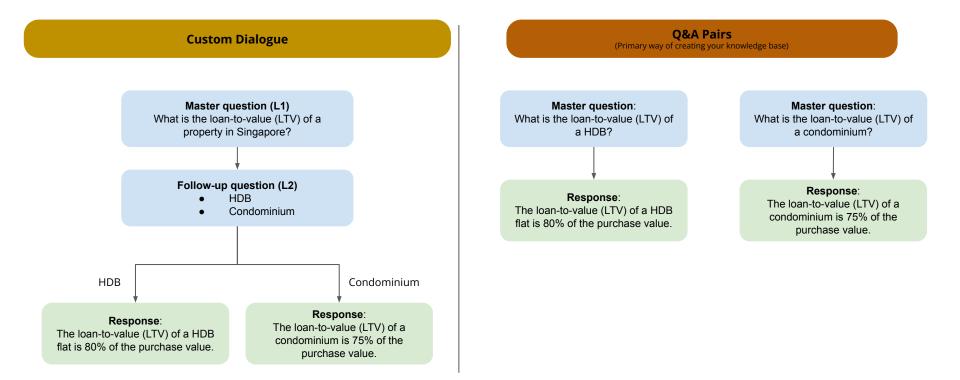
It is worth noting that eventually, all chatbots will need to incorporate Q&As for knowledge base creation. By utilizing the Q&As, your chatbot will benefit from improved performance in understanding user queries, as it leverages advanced techniques like natural language understanding.





Custom Dialogue vs Q&A Pairs

Which dialogue design works best for the query, "What is the LTV of a condo?"





Where can I create my knowledge base in VICA admin console?

To access all your knowledge base content, including Q&As and custom dialogue, simply navigate to the "Knowledge Base" section within the VICA platform. Here, you'll find two sections:

- Question & Answer Bank
- Custom Dialogue

| _ | | | | | | | |
|------------------------|---|----------------------|-----------------|-----------------|----------|---------------------|--------------------|
| Knowled | ge Base | | | | | | |
| Question & Answer Bank | Custom Dialogue | | | | | | |
| | | | | | | | |
| Q Search Intents | | | | | | Cre | ate New |
| Master Question | | | Label T | Status | | Updated On | Actions |
| What is the Singapor | e Road Safety Council? | | SPLOGIN | Active | | 30 Aug 2023 13:06 | - 1 |
| What is the Conduct | of Lucky Draw and Donation Draw page? | | | Active | | 24 Aug 2023 I 15:16 | ÷ |
| What is the National | Crime Prevention Council? | | | Active | | 24 Aug 2023 15:16 | ÷ |
| What is the Flying of | Unmanned Aircraft page? | | | Active | | 24 Aug 2023 15:16 | |
| What is Police Sou | Knowledge Base | | | | | | |
| What is SGSecure | i ale inte alge Latee | | | | | | |
| What is Crimewate | Question & Answer Bank Custom Dialogue (17) | | | | | | |
| What is the Emerg | Q Search Intents | | Y INTENT NAME 🗸 | | | | + ADD |
| What are some tra | | | | | | | TADD |
| What should I do i | | UPDATED ON $\ \psi$ | LABELS Y | # OF PHRASES | STATUS | ACTION | 5 |
| Rows per page: 10 🔻 | Create test huiyuan with labels | 23 Aug 2023 10:21 | | 1 | Active | • ī | |
| | BotResponse.IntentDisliked | 04 Aug 2023 16:29 | | 1 | Inactive | ● 章 | |
| | Selling A Flat_1780_When is t he resale inspection? edit | 04 Aug 2023 16:29 | | 2 | Inactive | • I | |
| | Flat Maintenance_1207_Am I eligible for EASE (Direct Appli ~ | 04 Aug 2023 16:28 | | 1 | Active | ● 1 | |
| | Follow Up Intent with YES/NO - | 04 Aug 2023 16:21 | | 1 | Active | • ī | |
| | L1_L1_Default Fallback Intent - | 04 Aug 2023 16:17 | | 0 | Active | • 1 | |
| | Buying Resale Flat_578_Wha t must I do before the resale c ~ ompletion? | 04 Aug 2023 16:15 | | 9 | Active | • = | |
| | How to contact MPA? - | 04 Aug 2023 16:15 | | 4 | Active | • =1 | $\hat{\mathbf{O}}$ |
| | Selling A Flat_1730_What are the requirements under the Et 👻 | 04 Aug 2023 16:06 | | 5 | Active | • i | |



Setting up your Knowledge Base



Creating Q&A Pairs

General Info

- Select whether you're creating a master question for (1) chatbot only or (2) chatbot & browse page
- Choose whether you want your master question to be featured on 'Hot Topics'

Master Question

- Type in your master question

Bot Response

- Create bot response for master question
- Choose the response type you want your bot to produce when the master question is asked

| General Info Set up general information to create an intent. Available in: Chatbot only | To be featured on "I | Ho! Topics" | | | |
|---|--|--|---|--|--|
| Status @ | | | | | |
| ensure that it is well-crafted as it may be preser Questions' section. | Create a master question that corresponds to the bot responses on the right, and insure that it is well-crafted as it may be presented to users as part of the 'Relevant Duestions' section. Bot response to user input. These variations can platforms to ensure that your responses are optimized to platforms to ensure that your responses are optimized to platfor | | | | |
| Master Question * | | | Choose Response Type | | |
| | | 🔂 Add Response | Text Response HTML | | |
| | | | 🗖 Image | | |
| | | | Image Gallery | | |
| | | CA ADMIN. 2020 chat apo admin. in 1.0.2385 | Card Quick Replies | | |
| | | | ≣ Card | | |



Creating Custom Dialogue

Contexts

- Similar to natural language context to help the bot better understand intent

Training Phrase

- Train bot on the different permutations of intent

Responses

- Create response for intent
- Choose the response type you want your bot to produce when the intent is triggered

| Intent Name | | FLOW VIEW SAVE |
|---|--|--------------------------------|
| INTENT TYPE @ | | |
| Active Ø | Set this intent as end of conversation | |
| Available in: Chatbot only | "Please select if this is a featured intent/Hot Topic" | 0 |
| Parent Category | • | |
| | | |
| CONTEXTS @ | | |
| Add input context | | |
| Reset Add output context | | |
| TRAINING PHRASE @ | | Q Search Training Phrase |
| Master Question | | AUTO GENERAT TRAINING PHRAS |
| 99 Add Phrase here | | |
| Hint: Please press "Enter" to add new training phrase. Rows per page: 10 👻 | | < < Page 1 of 0 Go > |
| riono por pago. To - | | |
| | | |



Bot Publishing

By default, any changes made in VICA Admin Console is always in "Draft" environment. You will need to publish your content in "Production" environment to see the live changes on your webpage.

1. In VICA Admin Console, click Gear icon

- 2. Click on "Bot Publishing" tab
- 3. Click "Publish a version"
- 4. Select "production" as environment
- 3. Non-Fulfilment as default for chatbots.

| A | pp Settings | | | |
|--------------------|--|----------------------------------|------------------------------|-------------------|
| | General Web Chat | Knowledge Base | Bot Publishing | |
| _ | CURRENT DRAFT Publish a version to save and deploy the current stat LAST VERSION CREATED | te of the draft to a custom envi | ionment | PUBLISH A VERSION |
| 🍓 vica | | | | |
| | | | | |
| Verriona Yeo 🔹 | | | PUBLISH A VERSION | |
| 🗰 vica-demo 🗸 🗢 | | | Description(optional) | |
| 🗭 Analytics 👻 | | | Environment production | * |
| 😭 Knowledge Base 👻 | - | | Fulfilment Non-Fulfilment | * |
| Team | | | PUBLISH CANCE | ٤L |
| Classification - | | _ | | |



To take note

Existing agencies - Should I move my existing intents into Q&As?

Yes, it is advised to review your knowledge base and move any intents that only have L1 (no follow-up intents) over to the Q&As unless it is absolutely necessary to keep them in custom dialogue. This would ensure a more streamlined and efficient knowledge base management.

Not needed



Training your chatbot



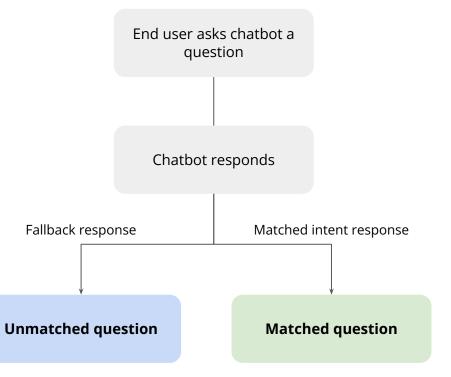
Training

Training your chatbot is essential to ensure that your chatbot improves and gets better at managing queries from your end users.

There are 2 types of questions you can train:

Unmatched questions = Chatbot did not understand the user's query and hence, responded with a fallback response.

Matched questions = User's query matched an intent in your knowledge base. However, it could be a mismatch, which means that user's query was not answered accurately.





Training **unmatched** user queries

Unmatched user queries often indicate a knowledge gap in your chatbot knowledge base.

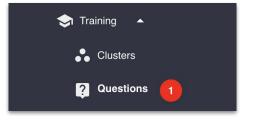
This means that there may be questions or topics that your chatbot is not equipped to handle.

| Distribution Distribution <th< th=""><th></th><th>Today</th><th>Last 3 Days Last 5 Days 26 Aug 2023</th><th>→ 30 Aug 2023 🖆 Search</th><th></th><th></th></th<> | | Today | Last 3 Days Last 5 Days 26 Aug 2023 | → 30 Aug 2023 🖆 Search | | |
|--|----------------------------|--------|---|------------------------|------------|-------------|
| Distribution Image: Construction Im | | UNMATO | CHED QUESTIONS MATCHED QUES | TIONS | | |
| Image: Source | | NO | MATCH QUESTIONS | | | |
| i kontu i i innetity i inneti | Dalston Yong 👻 | | QUESTIONS | STATUS | UPDATED BY | ENVIRONMENT |
| Acadra Casara Acadra Casara Cas | Home | | I need information about exhumations from Bidadari Cemetery | Untrained | | production |
| A Malf Logis Image: Source Sourc | 🚉 Agencies | | Do you have an archive? | Untrained | | production |
| | 💛 Adaptors | | I have no outstanding or loan | Untrained | | production |
| Charled Apps In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bog bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls bogs charles form num Untared poduction Subsciption Contral In Spierra dir forwahls Untared poduction </th <th>Q Audit Logs</th> <th></th> <th>My new bto key collection</th> <th>Untrained</th> <th></th> <th>production</th> | Q Audit Logs | | My new bto key collection | Untrained | | production |
| Bakaylon Config Implant for the field of | - Feature Analytics | | RCCB | Untrained | | production |
| Integration Christential • Image: Christential • | Chat Apps | | I m 50 years old now wish to buy back share from mum | Untrained | | production |
| • Liters Carl u asti ne lo change and apdate file new henet for the bedottoor: Untraned production • A hubpites • E Untraned production • Konvolvedate Base • • • | Dialogflow Config | | Buy back share | Untrained | | production |
| Image: Section in the section in t | ≚ Integration Credential 👻 | | Can I speak to an officer? | Untrained | | production |
| Analytics Rous per page: 10 Rous per page: 10 | + Users | | Can u assit me to change and update the new tenant for the bestroom | or Untrained | | production |
| Koovledge Base | 🗰 hdb-va-internet 🗸 😴 | | HLE | Untrained | | production |
| | 🛟 Analytics 👻 | Rov | vs per page: 10 👻 | | | |
| 📚 Training 🔹 | 💡 Knowledge Base 🛛 👻 | | | | | |
| | 📚 Training 👻 | | | | | |
| 🐼 Team | 🔂 Team | | | | | |
| | Classification | | | | | |
| Classification - | | | | | | |
| | Sh Training → | | | | | |
| | Classification - | | | | | |

Training unmatched user queries



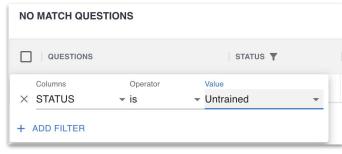
1. On the menu panel, go to Training > Questions



2. Select time frame and toggle to 'Unmatched Questions'



3. Filter for **'Untrained'** questions to see all unmatched user queries that have not been trained



4. Go through unmatched user queries and click on the query to view chat transcript to understand the context of the conversation

| SESSION ID - 09cce4af-b1e2-45 | d2-9de1-2ad8e72169ff | Train Back |
|-------------------------------|----------------------|---|
| POSTED | SOURCE | MESSAGE |
| 29 Aug 2023 10:00 | User | {"event":{"name":"welcome","from":"user"}} |
| 29 Aug 2023 10:00 | Chatbot | Intent - Default Welcome Intent |
| 29 Aug 2023 10:00 | Chatbot | Intent - Default Welcome Intent 📀 |
| 29 Aug 2023 10:00 | User | Buying a Flat |
| 29 Aug 2023 10:00 | Chatbot | Intent - Buying New Flat_341_What are the fees involved in buying a ownew flat? |
| 29 Aug 2023 10:00 | Chatbot | Intent - Buying New Flat_341_What are the fees involved in buying a ownew flat? |
| 29 Aug 2023 10:00 | User | hahah |
| 29 Aug 2023 10:00 | Chatbot | Intent - Default fallback intent 📀 |

Training unmatched user queries



5. Select an unmatched user query (or multiple similar user queries) to train

6. Train chatbot by

- Creating a new Q&A Pair, **OR**
- Adding selected user query as a training phrase for Custom Dialogue

X

Train unmatched queries

By creating new Q&A Pair, or adding training phrases to Custom Dialogue will enable the bot to answer similar questions in future.

Create New Q&A Pair

Add Selected to Custom Dialogue

If you choose to create a new Q&A Pair, you'll be brought to the Q&A creation page:

| ahah | | SA |
|---|---------------|--|
| General Info | | |
| Set up general information to create an inf | ent. | |
| Available in: 👔 | To be feature | ed on "Hot Topics" 🛛 🔞 |
| Chatbot only | ✓ No | - |
| Status 🕐 | | |
| Status @ Active Master Question @ | | Bot Responses @ |
| Active | | Bot Responses Bot responses allows to create multiple dynamic response variations that can be triggered in response to user input. These variations can also be tailored to specific platforms to ensure that your responses are optimized for each channel. |

Training unmatched user queries



If you choose to add selected query to Custom Dialogue, you can either

- Select an existing intent to add training phrase to, **OR**
- Create a new intent

Select/Create an intent to add the previously selected questions as training phrases.

Q Search Intent

| Intents | Most recent training phrases |
|--|---|
| How to contact MPA? - no | |
| Default Fallback intent-Dummy | |
| Flat Maintenance_1207_Am I eligible for EASE (Direct Application)? - no | |
| Flat Maintenance_1207_Am I eligible for EASE (Direct Application)? | Please select an intent on the left panel to see the most recent training phrases tied to the selected intent. |
| Selling A Flat_1780_When is the resale inspection? edit | |
| BotResponse.IntentDisliked | |
| Flat Maintenance_1208_How much do I have to pay for the FASE improvement items? - 4-room | |
| ✓ CONFIRM | X CANCEL |
| 9 CRE | ATE NEW |



Training **matched** user queries

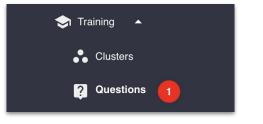
Matched user queries may not always mean that a user's questions have been answered accurately. It is possible for the user's query to be matched to a wrong question/intent and hence, produce a wrong response to the user.

| | _ | | | | | | |
|----------------------------|-----|---|---|----------------------|--|----------------|------|
| | | Last 3 Days Last 5 Days 26 Au | | earch | | | |
| | | HED QUESTIONS 💽 MATCHEI | DQUESTIONS | | | | |
| | MAT | CHED QUESTIONS | | | | | |
| Dalston Yong 👻 | | QUESTIONS | MATCHED INTENT | MATCHED INTENT LABEL | CONFIDENCE SCORE | THUMBS UP/DOWN | EN |
| Home | | Any contact numbers I can call | How to Contact HDB (General) | 2rflexi | 82% | | pros |
| Agencies | | Check ballot results | Buying New Flat. What is the status of my new flat application? | | 82.1% | | pro |
| 🖶 Adaptors | | Know about EC | Buying New Flat. 469: Can I buy an EC? | | 82.1% | | prod |
| Q Audit Logs | | Heavy vehicle parking at Carpark KB6 | Season Parking_1568_I have a commercial vehicle, how can I buy Season Parking? | | 82.1% | | proc |
| ✓ Feature Analytics | | Feedback | Season Parking_1546_How can J provide feedback to carbanks? | | 82.1% | | proc |
| Chat Apps | | are there any tour to punggol waterway can be arranged ? | Heartland Spots And Eco Traits_1306_Do you cover Coney Island in the Eco Traits? | | 82.1% | | proc |
| Dialogflow Config | | Hi, how to withdraw my daughter name from the bio flat? | Buying New Flat 503 I am listed as an occupier or co-owner in my | | 82.1% | | prod |
| 🐸 Integration Credential 👻 | | when is my financial position reviewed? | parents' flat. Can I buy another fl Finance_981_Why does HDB conduct 6-monthly reviews of the flat | | 82.1% | | pro |
| + Users | | Why i can not add my son student as occupiers | owners' financial position under the Branch Operations 209. Who is eligible to be included as occupiers in the flat? How do I submit the a | | 82.2% | | pro |
| 🛗 hdb-va-internet 🗸 🗢 🗱 | - | s per page: 10 💌 | Rovinn New Flat What is the status | | | | |
| 🕒 Analytics 👻 | HOW | s par page. 10 👻 | | | | | к |
| 💡 Knowledge Base 🔻 | | | | | | | |
| 🗢 Training 👻 | | | | | | | |
| 🕄 Team | | | | | | | |
| Classification 👻 | | | | | | | |
| | | | | | VA VICA ADMIN. 2020 ad with chat app admin. | | |
| | | | | Crea | uild Version 1.0.0.0 | | |

Training **matched** user queries



1. On the menu panel, go to Training > Questions



2. Select time frame and toggle to 'Matched Questions'

| Today | Last 3 Days | Last 5 Days | 01 Aug 2023 → 30 Aug 2023 🖹 | Search |
|-------|-------------|-------------|-----------------------------|--------|
| UNMAT | CHED QUEST | IONS 🔵 M | ATCHED QUESTIONS | |

3. Sort confidence score in ascending order, to work from lowest confidence score (highest chance of mismatch)



4. Go through matched user queries and click on the query to view chat transcript to understand the context of the conversation. You may find mismatched question and answers.

| SESSION ID - e3102447-f3d6-4 | 40bb-8fbb-b6a440218f7e | Train B | lack |
|------------------------------|------------------------|--|------|
| POSTED | SOURCE | MESSAGE | |
| 26 Aug 2023 15:08 | System | Intent - Default Welcome Intent | |
| 26 Aug 2023 15:08 | Chatbot | Intent - Default Welcome Intent | |
| 26 Aug 2023 15:08 | Chatbot | Intent - Default Welcome Intent | |
| 26 Aug 2023 15:08 | User | Buying a Flat | |
| 26 Aug 2023 15:08 | Chatbot | Intent - Buying New Flat_341_What are the fees involved in buying a new flat? | C |
| 26 Aug 2023 15:08 | Chatbot | Intent - Buying New Flat_341_What are the fees involved in buying a new flat? | C |
| 26 Aug 2023 I 15:09 | User | may i know if my application for sbf is successful? | |
| 26 Aug 2023 l 15:09 | Chatbot | Intent - (iFAQ)Renovation & Repair Contractors_94_How will I be notified regarding the outcome of my applicat | 0 |
| 26 Aug 2023 l 15:09 | Chatbot | Intent - (iFAQ)Renovation & Repair Contractors_94_How will I be notified regarding the outcome of my applicat | 0 |
| 26 Aug 2023 15:09 | User | where do i check? | |
| 26 Aug 2023 I 15:09 | Chatbot | Intent - Default fallback intent | |
| 26 Aug 2023 15:09 | Chatbot | Intent - Default fallback intent | |

Training matched user queries



5. Select a matched user query (or multiple similar user queries) to train

6. Train chatbot by

- Creating a new Q&A Pair, **OR**
- Adding selected user query as a training phrase for Custom Dialogue

| Train matched queries X By creating new Q&A Pair, or adding training phrases to Custom Dialogue will enable the bot to answer similar questions in future. | |
|--|--|
| Create New Q&A Pair | |

Add Selected to Custom Dialogue

If you choose to create a new Q&A Pair, you'll be brought to the Q&A creation page:

| ahah | | | SA |
|--|---------------------------------------|--|---------------------------------------|
| General Info | | | |
| Set up general information to create an in | ntent. | | |
| Available in: 🔞 | To be feature | d on "Hot Topics" | |
| | | | |
| Chatbot only Status 🕐 | ✓ No | | ¥ |
| Status @ | → No | Bot Besponses | • |
| Status @ Active Master Question @ | | Bot Responses @ | • |
| Status 🕜 | ds to the bot responses on the right, | Bot Responses @ Bot responses allows to create multipli be triggered in response to user input, specific platforms to ensure that your ri channel. | These variations can also be tailored |

Training matched user queries



If you choose to add selected query to Custom Dialogue, you can either

- Select an existing intent to add training phrase to, **OR**
- Create a new intent

Select/Create an intent to add the previously selected questions as training phrases.

Q Search Intent

| Intents | Most recent training phrases |
|--|--|
| How to contact MPA? - no | |
| Default Fallback intent-Dummy | |
| Flat Maintenance_1207_Am I eligible for EASE (Direct Application)? - no | |
| Flat Maintenance_1207_Am I eligible for EASE (Direct Application)? | Please select an intent on the left panel to see the most recent training phrases tied to the selected intent. |
| Selling A Flat_1780_When is the resale inspection? edit | |
| BotResponse.IntentDisliked | |
| Flat Maintenance_1208_How much do I have to pay for the EASE improvement items? - 1-room | |
| ✓ CONFIRM | × CANCEL |
| P CRE | ATE NEW |



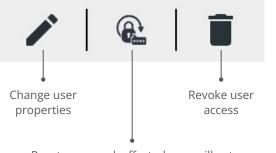
Setting up your VICA account



User Management

A user is a collaborator of VICA.

Create a VICA account for your agency staff on this page, then add them to manage an app on the Team Management page. Users can be in multiple teams.



Reset password; affected user will get an email with a password reset link

| | · | Search anyt in this table | hing | • | Add collaborator |
|---------------------|---------------------------------------|--|---------|-------------|---------------------|
| | | | | | |
| User Mana | agement | | | | |
| Q Search | | | | | + ADD |
| NAME | EMAIL | | AGENCY | WOG ADMIN | ACTIONS |
| Adelle Lim Rui Jia | rui_jia_lim_from.tp@tech.gov.sg | | GOVTECH | Yes | 🖌 🔍 🔳 |
| Agency Admin | aa@tech.gov.sg | | GOVTECH | No | 🖍 🔍 🗎 |
| Agency Editor | ae@tech.gov.sg | | GOVTECH | No | |
| Agency Viewer | av@tech.gov.sg | | GOVTECH | No | 🖍 🖻 🗎 |
| Ana Ng | ana_ng@psd.gov.sg | | PSD | No | 🖍 🖻 🗎 |
| Angela Goh | angela_goh_from.optimum@tech.gov.sg | | GOVTECH | Yes | 🖍 🔍 🗂 |
| Ankita Gupta | ankita_gupta@tech.gov.sg | | GOVTECH | Yes | 🖍 🔍 🗎 |
| Baskar | baskar_singh_from.optimum@tech.gov.sg | | GOVTECH | Yes | 1 🔍 🖉 |
| Dalston Yong | dalston.yong@theoptimum.net | | GOVTECH | Yes | 🖍 🛍 📋 |
| Daniel Chong | daniel_chong@tech.gov.sg | | GOVTECH | Yes | × @ 1 |
| Rows per page: 10 👻 | | | | I< < Page 1 | of 7 Go > >I |
| | | © MOL VA VICA ADMIN. 2020 Created with chat app admin. Build Version 1.0.02365 | | | |



Team Management

A user is a collaborator of VICA.

Create a VICA account for your agency staff on this page, then add them to manage an app on the Team Management page. Users can be in multiple teams.

Change role of team member

Admin: can manage team and intents

Editor: can only manage intents

Viewer: can only view intents

Remove member fromthis team

| | Search anything in this table | Add any s account c User Man | reated fro | m the |
|-------------------------|----------------------------------|------------------------------------|----------------------|-----------|
| | | | | |
| Team Management | | | | |
| Q Search | | | | + ADD |
| NAME 1 | EMAIL | ROLE | LAST LOGIN | ACTIONS |
| Agency Admin | aa@tech.gov.sg | ADMIN | 22 Aug 2023 11:52 | ∕ ∎ |
| Agency Editor | ae@tech.gov.sg | EDITOR | 22 Aug 2023 11:53 | ∕ ∎ |
| Agency Viewer | av@tech.gov.sg | VIEWER | 30 Aug 2023 09:47 | ∕ ∎ |
| Ana Ng | ana_ng@psd.gov.sg | VIEWER | 01 Mar 2023 16:38 | ∕ ∎ |
| Daniel Chong | daniel_chong@tech.gov.sg | ADMIN | | / 1 |
| Deloitte App Admin DTPT | deloitte_app_admin2@tech.gov.sg | ADMIN | | / 1 |
| Deloitte App Admin One | deloitte_app_admin1@tech.gov.sg | ADMIN | 06 Jan 2023 14:04 | ∕ ∎ |
| Deloitte App Editor One | deloitte_app_editor1@tech.gov.sg | EDITOR | 17 Nov 2022 09:45 | / = |
| Deloitte App Editor Two | deloitte_app_editor2@tech.gov.sg | EDITOR | | ∕ ≣ |
| Rows per page: 10 💌 | | ۱< < | Page 1 of | 2 Go > >I |

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Best practices to maintain & optimise your chatbot



Best practices

General

- Always update your Knowledge Base regularly so that your chatbot responses are accurate and helpful
- Train your chatbot often by reviewing matched and unmatched questions

For Q&A Pairs

- Keep the questions and answers concise and avoid copying irrelevant answers from website.
- If the questions or answers are very similar (question-answer pair), they are most likely the same. Consider merging them together.

For Custom Dialogue

 In each intent, you'll need to provide a set of training phrases, which are example utterances for an intent just like the above.
 A minimum of 10 training phrases per intent is recommended to train a good natural language understanding (NLU) model.





Quality

• Answers to the questions must be true and up-to-date



"Where there's smoke, there's a liar ... "





Quantity

- Make your answer to the question as informative as needed
- Do not withhold necessary information
- Do not overload them with too much information too

E.g. If users want to make an appointment to discuss about housing loan, let them know the contact number and/or address directly.







Relevance

- Words in the answers that are relevant to the question
- Do not overload them with irrelevant information or verbosity

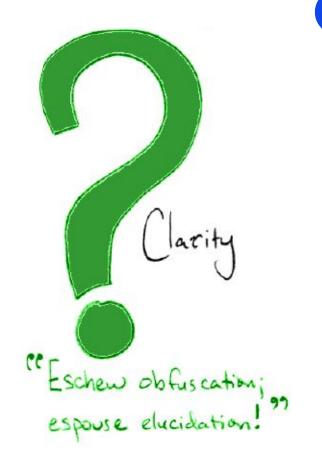
E.g. If users want to apply for something, tell them how or where to apply. Have another question to handle the eligibility of the application.

| ALL | | * * 2 2 2 |
|---|--------------------------------------|-----------|
| What you want to say. | What they're interested in. | |
| 5 | Relevance | |



Manner

- Words in the answer must be clear and concise
- Do not use complex words if your user persona would not understand, unless they are absolutely needed or well understood by the population





Glossary

Glossary

| Term | Definition |
|---------------------------|--|
| Intent | A user's intention when asking a question to your chatbot, or the topic of your master question. E.g. Intent: Season parking, Master question: How do I apply for season parking at my block's nearest carpark? |
| Master question | A question that a user may ask your chatbot. It should be well-crafted as it may be presented as a question under the 'Relevant questions' section. |
| Response + Response types | Each response is tied to a master question. A response is triggered when a question asked by the user matches a master question. |
| Fallback response | A chatbot's default response when it does not understand what the user said. |
| Training phrases | [Only used in Custom Dialogue] Phrases to help the chatbot understand users' query, or variations of your master question. |
| Entities | |





ARCHIVE



Custom Dialogue Custom Dialogue How can I help you? I want to check my own income tax status. Login with I do not have Order status Return policy Singpass Singpass Your order is currently being Retrieve and provide income tax processed. Please allow 1-2 status business days for your order to be shipped. Thank you for your patience!



MOP's Questions

