



VICA Admin Console - Browse Page User Guide

Contents

Concepts

1. [URL Access](#)
2. [Category Creation](#)
3. [Chatbot + FAQ Intent Creation](#)
4. [Sample Display](#)

URL Access

	Internet	Intranet
VICA Admin Console:	https://adm.vica.gov.sg/login	https://admin.vica.gov.sg/login
Fitting Room:	https://webchat.vica.gov.sg/	https://webchat-intranet.vica.gov.sg/
FAQ Browse Page (Demo / Look and feel)	https://faq.vica.gov.sg/	

Category Creation

1: Login to [VICA Admin Console](#), navigate to Categories

The screenshot displays the VICA Admin Console interface. On the left is a dark sidebar with the VICA logo at the top, a user profile for 'Marvin Lim', and a list of navigation items: Home, Agencies, Adaptors, Chat Apps, Dialogflow Config, Singpass Realm, Users, vica-browsepage-demo (with sub-items Analytics, Team, and Categories), and Intents. The 'Categories' item is highlighted with a red box and labeled '(1) Click on Categories'. The main content area is titled 'Category Management' and shows a table of existing categories with columns for 'CATEGORY' and 'ACTIONS'. A '+ ADD' button in the top right corner is highlighted with a red box and labeled '(2) Click on Add'. An 'Add New Category' modal is open in the center, containing a 'NAME' input field (labeled '(3) Category name goes here'), a 'Parent' dropdown menu (labeled '(4) Select dropdown if adding category within category, leave it empty if not applicable or if this is your root category'), and a 'Description' text area (labeled '(5) Remarks in admin console for reference (Not shown to public users)'). At the bottom of the modal, there are 'SAVE' and 'CANCEL' buttons, with the 'SAVE' button highlighted by a red box and labeled '(6) Click on save once done'.

Chatbot + FAQ Intent Creation

sample QNA (7) Insert Intent title *Will be displayed in your category intent*

(13) Click on save once done **SAVE**

INTENT TYPE

Intent Type: Chatbot + FAQ (8) Select Chatbot + FAQ

Category: Sample Main Category (9) Select the category you want to tag the intent to *May Support up to 2 layers of Category*

Please select to mute updates *When checked, the intent will not be highlighted as "Recently Updated" on the FAQ Page*

Please select if this is a featured intent *Max number of 5 intents can be checked and display on FAQ Home page as "Featured"*

FAQ Display Name (10) *Optional* *This will be displayed if the FAQ is longer than 100 characters*

TRAINING PHRASE (11) Insert training phrases for chatbot

Search Training Phrase

EXISTING TRAINING PHRASE

Show me sample QNA

Rows per page: 10

Page 1 of 1 Go

RESPONSES (12) Chatbot + FAQ supports both Text Response and HTML Response

DEFAULT +

TEXT RESPONSES

1 This is a sample text response to demo FAQ Page

2 Enter a text response variant

ADD MORE RESPONSE(S)

Chatbot + FAQ Intent Creation

vica

Category Management

+ ADD

CATEGORY	ACTIONS
Career with Us ▾	
Compulsory Education ▾	
Finance Matters ▾	
Higher Education ▾	
Sample Main Category	
Student Admission ▾	
Student Development ▾	

Uncategorised **Chatbot + FAQ Intent without category will be listed here**

Edit **Delete** **Intent tagged**

Sample Display

2: Go to your FAQ Browse Page (Widget to be provided to agencies to embed in their webpage)

(URL for this demo) :<https://faq.vica.gov.sg/>

FREQUENTLY ASKED QUESTIONS

Home

Career with Us

Compulsory Education

Finance Matters

Higher Education

Sample Main Category

Student Admission

Student Development

Search

SEARCH [Advanced Search](#)

Search Within: MOM Whole of Government *Can be searched within Agency / WOG*

EXPAND ALL COLLAPSE ALL

FEATURED QUESTIONS *Feature Intent Checkbox if checked, will be displayed here, supports max 5 featured QNA*

MOST POPULAR QUESTIONS *Most numbers of interactions from public will be displayed here*

- sample QNA
- I am registering my child in this year's P1 Registration Exercise. Will I be affected by the review of P1 registration framework mentioned at MOE's Committee of Supply Debate 2021?
- I have forgotten my teaching application password; how do I request for a new one?
- How do parents fulfill their obligation under the CE Act?
- What is the teaching application process like for applicants without teaching qualifications?

Sample Display

3: Sample Main Category created > sample QNA intent tagged with text response

The screenshot displays a web interface for 'FREQUENTLY ASKED QUESTIONS'. On the left is a navigation menu with categories like 'Home', 'Career with Us', 'Compulsory Education', 'Finance Matters', 'Higher Education', 'Sample Main Category', 'Student Admission', and 'Student Development'. The 'Sample Main Category' is highlighted with a red box and labeled '*Category*'. The main content area features a search bar with a 'SEARCH' button and an 'Advanced Search' link. Below the search bar, there's a toggle for 'Search Within : MOM' and 'Whole of Government'. The 'Sample Main Category' section shows a QNA entry with the title 'sample QNA' (circled in red) and a green tag '*Intent*'. The response text is 'This is a sample text response to demo FAQ Page' (circled in red) with a green tag '*Text Response / HTML Response*'. Below the response are 'Was this helpful?' buttons (thumbs up and thumbs down) and a 'Sample Main Category' label at the bottom.