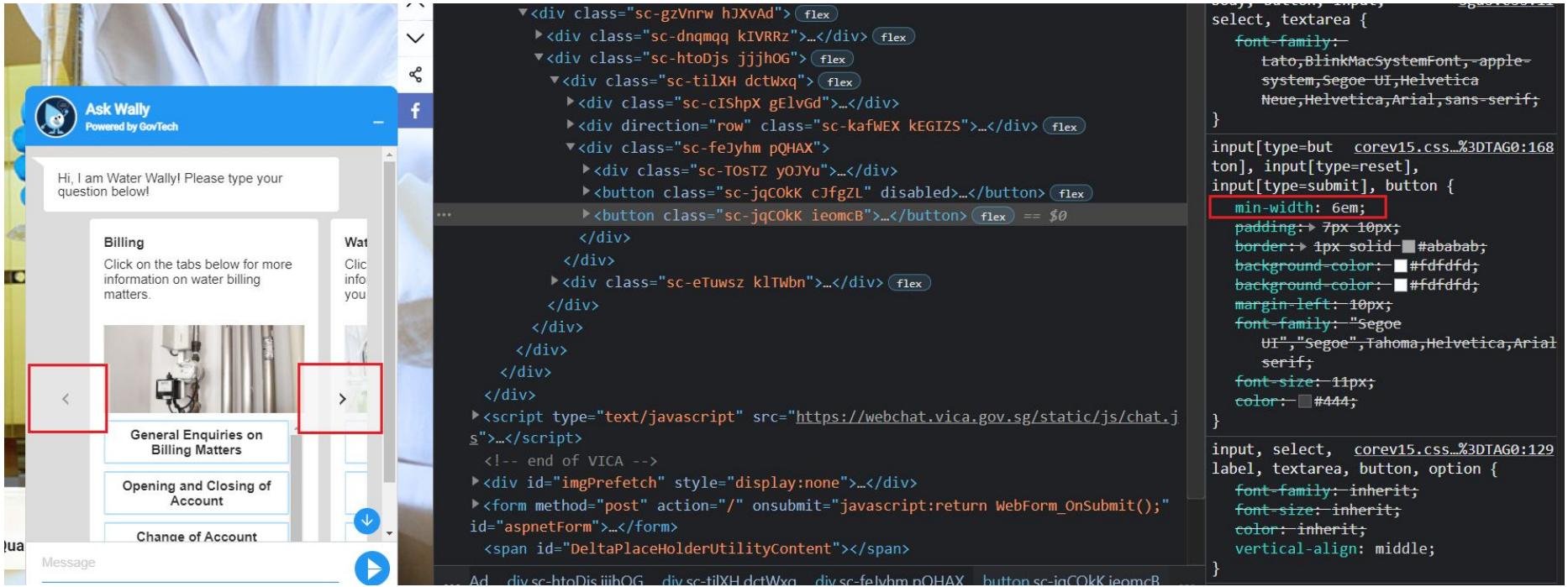
Known Issue
(Embedding webchat widget in sharepoint)

8 July 2021

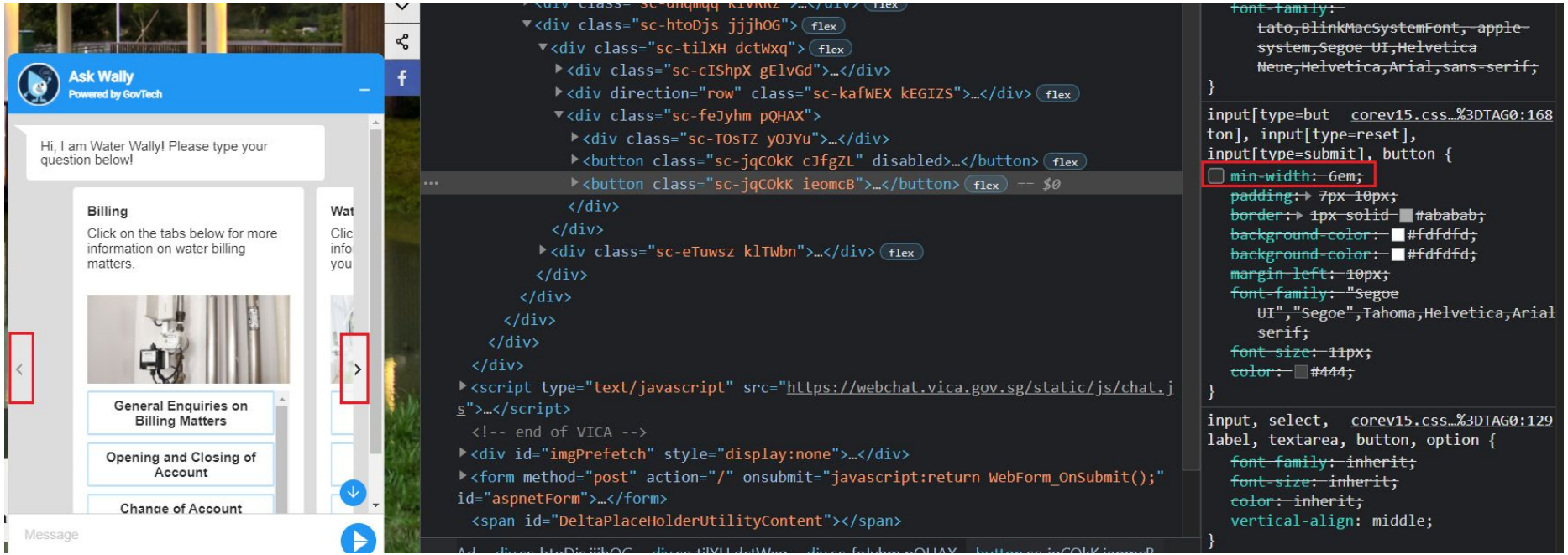
Carousel navigation button too big

Issue: Agency CSS page may set the min-width: for submit buttons as 6
(Which is too large for chatbot carousel



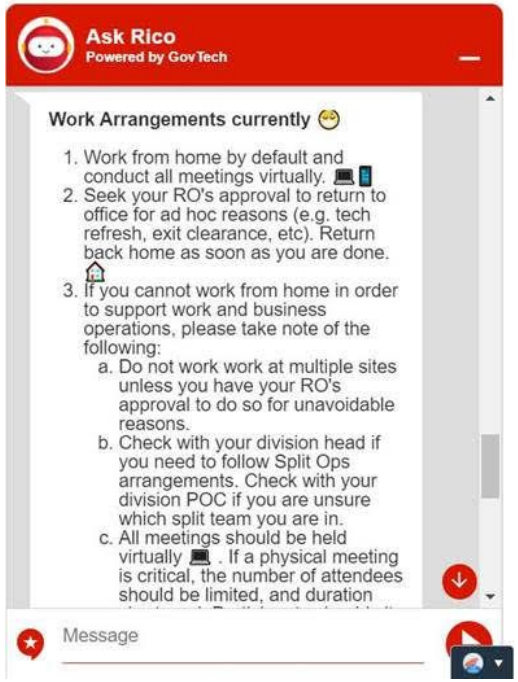
Carousel navigation button too big (Fix)

Workaround: Reduce the size of min-width in CSS level

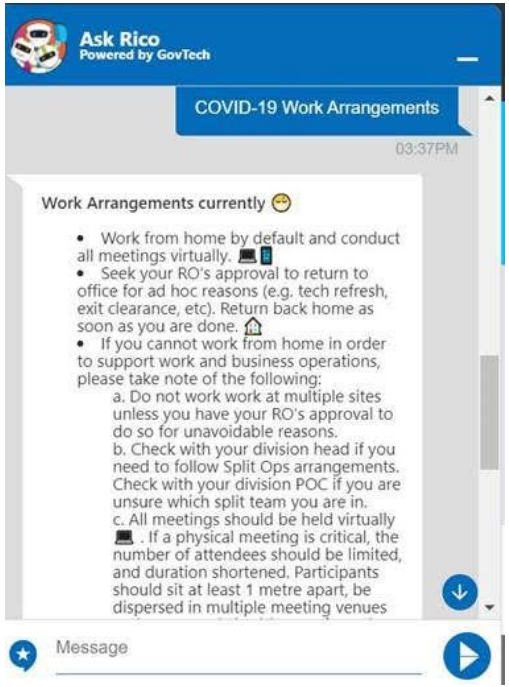


Bullet point type not appearing as intended

Expected: Vica Webchat



In Agency UAT page



Bullet point type not appearing as intended (Fix)

Issue : Agency UAT page may disable bullet list / style list type on a CSS level.

Workaround: Login to VICA Admin Console, edit intent, click on ‘view’ then source code, add in the highlighted line to enable decimal from response level

Example: <ol style="list-style-type: decimal;"> *To enable decimal for <ol> 1,2,3 etc*

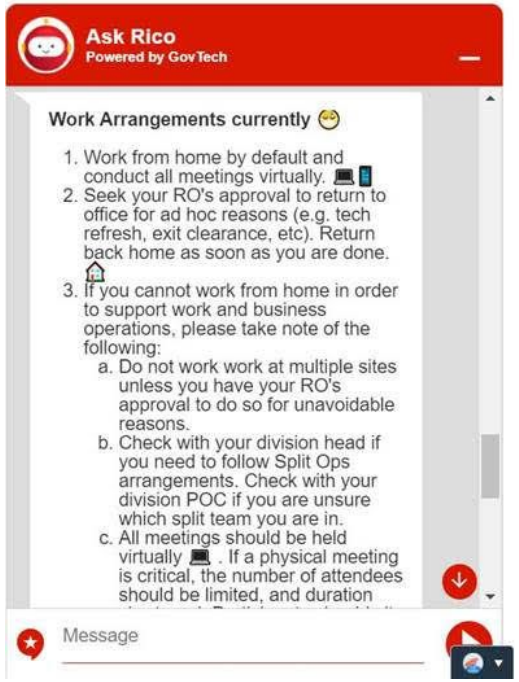
Please referred to below links for reference on both unordered list / ordered list information

https://www.w3schools.com/html/html_lists_unordered.asp

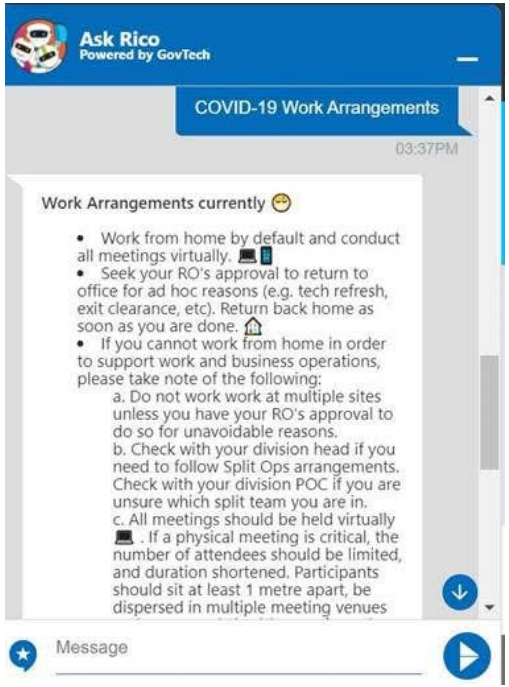
https://www.w3schools.com/html/html_lists_ordered.asp

Bullet point position difference

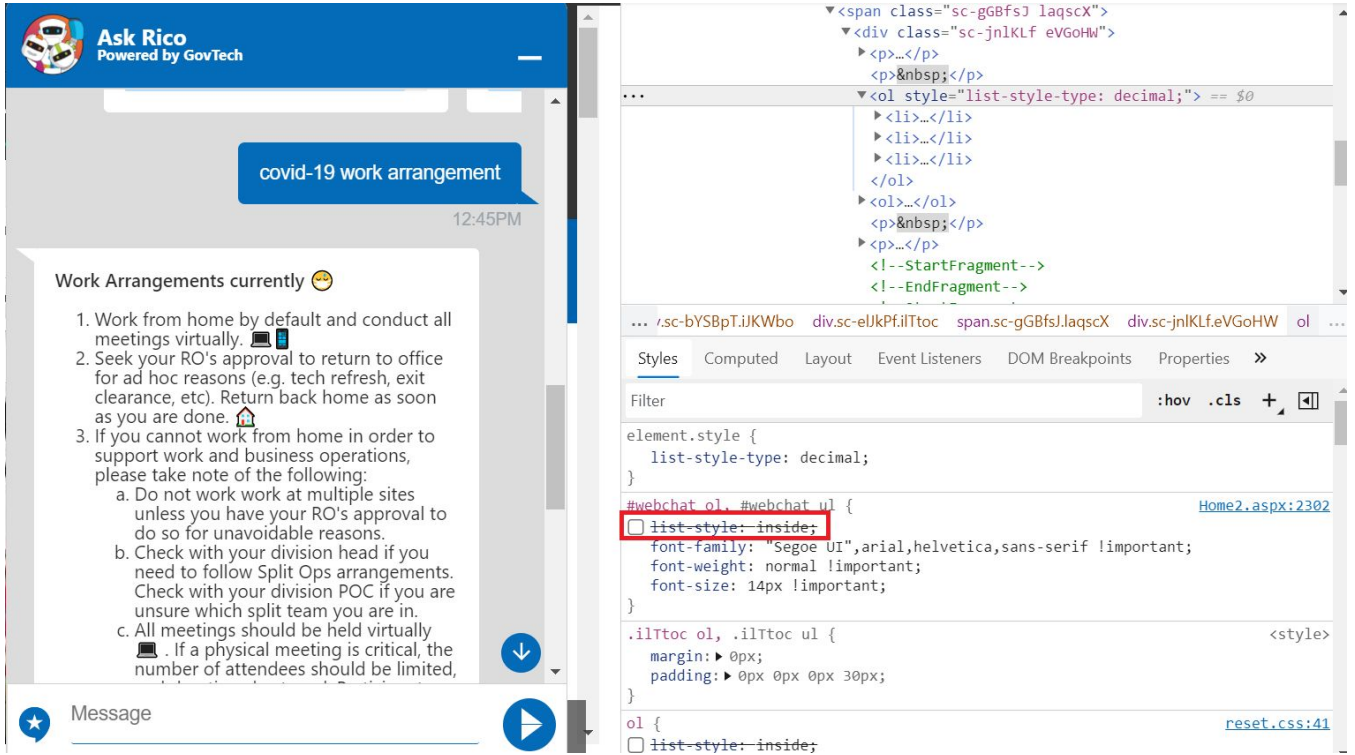
Expected: Vica Webchat



In Agency UAT page



Bullet point position difference (Fix)



Bullet point position difference (Fix)

Issue : Agency UAT page may set bullet list position on a CSS level. (Outside/Inside)

Workaround: Login to VICA Admin Console, edit intent, click on ‘view’ then source code, add in the highlighted line set inside/outside from response level

Example: list-style: outside *To place bullet list outside of response*

Carousel disappears upon clicking navigation button

Issue: Widget may be positioned inside <form method> tag in CSS level, this caused the left/right button to be recognised as ‘submit form’ function, causing the bot to refresh.

Workaround: Placing widget code outside of form tag, optimally before </body> tag