

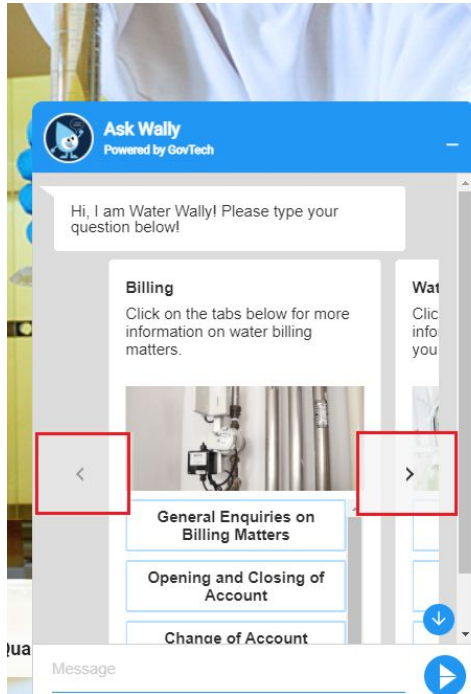


Known Issue

(Embedding webchat widget in sharepoint)

Carousel navigation button too big

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

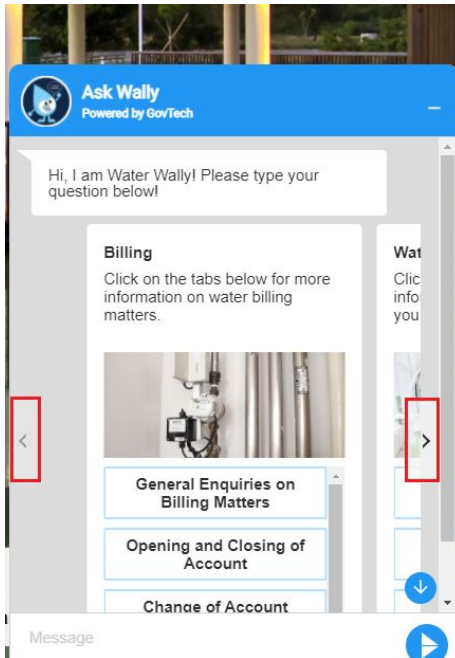


```
<div class="sc-gzVnrw hJXvAd">
  <div class="sc-dnqmq qIVRRz">...</div>
  <div class="sc-htoDjs jjjhOG">
    <div class="sc-tilXH dctWxq">
      <div class="sc-cIShpX gElvGd">...</div>
      <div direction="row" class="sc-kafWEX kEGIZS">...</div>
      <div class="sc-feJyhm pQHAX">
        <div class="sc-T0sTZ yOJYu">...</div>
        <button class="sc-jqCOKk cJfgZL" disabled>...</button>
        <button class="sc-jqCOKk ieomcB">...</button>
      </div>
    </div>
    <div class="sc-eTuwsz kLTWbn">...</div>
  </div>
  <script type="text/javascript" src="https://webchat.vica.gov.sg/static/js/chat.js">...</script>
  <!-- end of VICA -->
  <div id="imgPrefetch" style="display:none">...</div>
  <form method="post" action="/" onsubmit="javascript:return WebForm_OnSubmit();" id="aspnetForm">...</form>
  <span id="DeltaPlaceHolderUtilityContent"></span>
</div>
```

```
input[type=but
ton], input[
type=reset],
input[type=sub
mit], button {
  min-width: 6em;
  padding: 7px 10px;
  border: 1px solid #ababab;
  background-color: #fdfdfd;
  margin-left: 10px;
  font-family: "Segoe UI", "Segoe", "Tahoma", "Helvetica", "Arial", "sans-serif;
  font-size: 11px;
  color: #444;
}
input, select,
label, textarea,
option {
  font-family: inherit;
  font-size: inherit;
  color: inherit;
  vertical-align: middle;
}
```

Carousel navigation button too big (Fix)

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

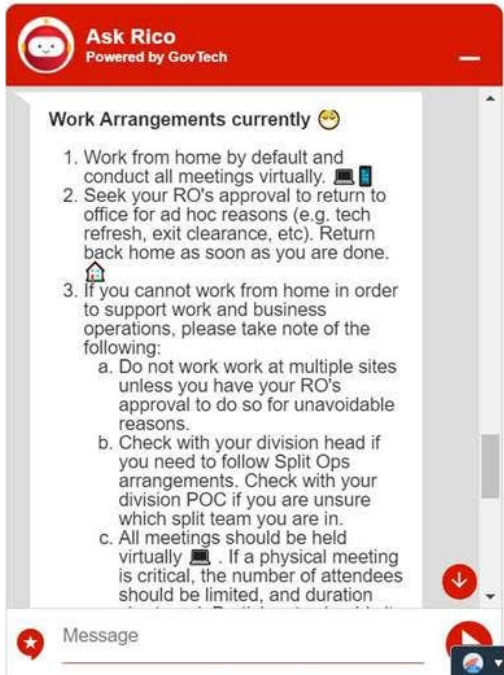


```
<div class="sc-ht0Djs jjjhOG"> flex
  <div class="sc-tilXH dCtWxq"> flex
    <div class="sc-cIShpX gElvGd">...</div>
    <div direction="row" class="sc-kafWEX kEGIZS">...</div> flex
    <div class="sc-feJyhm pQHAX">
      <div class="sc-T0STZ y0JYu">...</div>
      <button class="sc-jqCOKK cJfgZL" disabled>...</button> flex
      <button class="sc-jqCOKK ieomcB">...</button> flex == $0
    </div>
  </div>
  <div class="sc-eTuwsz kLTWbn">...</div> flex
</div>
</div>
</div>
</div>
<script type="text/javascript" src="https://webchat.vica.gov.sg/static/js/chat.js">...</script>
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<form method="post" action="/" onsubmit="javascript:return WebForm_OnSubmit();" id="aspnetForm">...</form>
<span id="DeltaPlaceHolderUtilityContent"></span>
```

```
font-family:
  lato,BlinkMacSystemFont,-apple-
  system,Segoe UI,Helvetica
  Neue,Helvetica,Arial,sans-serif;
}
input[type=but corev15.css...%3DTAG0:168
ton], input[type=reset],
input[type=submit], button {
  min-width: 6em;
  padding: 7px 10px;
  border: 1px solid #ababab;
  background-color: #fdfdfd;
  background-color: #fdfdfd;
  margin-left: 10px;
  font-family: "Segoe
  UI", "Segoe",Tahoma,Helvetica,Arial
  serif;
  font-size: 11px;
  color: #444;
}
input, select, corev15.css...%3DTAG0:129
label, textarea, button, option {
  font-family: inherit;
  font-size: inherit;
  color: inherit;
  vertical-align: middle;
}
```

Bullet point type not appearing as intended

Expected: Vica Webchat



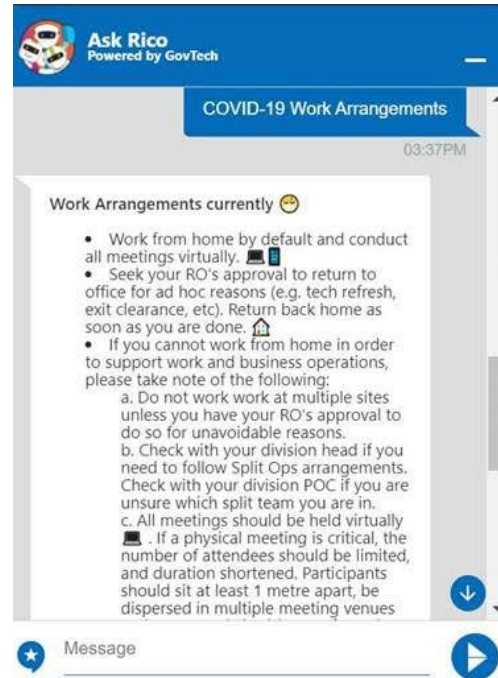
Ask Rico
Powered by GovTech

Work Arrangements currently 😊

1. Work from home by default and conduct all meetings virtually. 🖥️📱
2. Seek your RO's approval to return to office for ad hoc reasons (e.g. tech refresh, exit clearance, etc). Return back home as soon as you are done. 🏠
3. If you cannot work from home in order to support work and business operations, please take note of the following:
 - a. Do not work work at multiple sites unless you have your RO's approval to do so for unavoidable reasons.
 - b. Check with your division head if you need to follow Split Ops arrangements. Check with your division POC if you are unsure which split team you are in.
 - c. All meetings should be held virtually 🖥️. If a physical meeting is critical, the number of attendees should be limited, and duration

Message

In Agency UAT page



Ask Rico
Powered by GovTech

COVID-19 Work Arrangements

03:37PM

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Message

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 1,2,3 etc*

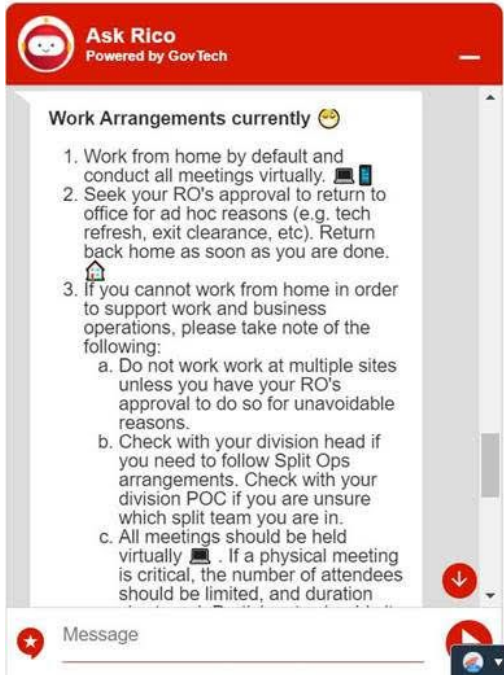
Please referred to below links for reference on both unordered list / ordered list information

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



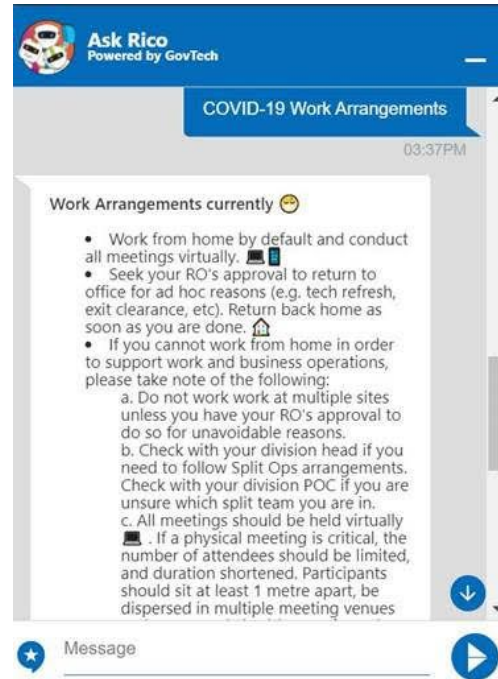
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Message

Bullet point position difference (Fix)

The image shows a side-by-side comparison of a web chat interface and its underlying DOM structure. On the left is the chat window, and on the right is the browser's developer tools.

Chat Interface (Left):

- Header: Ask Rico, Powered by GovTech
- Message: covid-19 work arrangement (12:45PM)
- Section: Work Arrangements currently 🗨️
- List:
 1. Work from home by default and conduct all meetings virtually. 🖥️ 📱
 2. Seek your RO's approval to return to office for ad hoc reasons (e.g. tech refresh, exit clearance, etc). Return back home as soon as you are done. 🏠
 3. If you cannot work from home in order to support work and business operations, please take note of the following:
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Developer Tools (Right):

- DOM Tree: Shows the HTML structure of the chat message. The selected element is an `ol` with `list-style-type: decimal;`.
- Styles Panel: Shows the computed styles for the selected element. The `list-style-type: inside;` style is highlighted with a red box, indicating it is being applied to the list items.

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