**Appendix 8.4.4.1 Test Cases for Chatbot Deployment**

**Test Small Talk Greetings**

Hey Hey!

**Test FAQ 1 How to manage publicity on SGH’s media platforms (internet website & Facebook page)?**

hey, I want to post something on SGH Facebook?

I want to change my consultant’s details on SGH website.

ACP info on SGH website is outdated. Need to change.

**Test FAQ 2.1 How to organize a Corporate Visit?**

My partners from overseas would like to visit SGH.

**Test FAQ 2.2 Prompt on definition of corporate visit (Yes)**

Yes

**Test FAQ 2.3 Prompt on definition of corporate visit (No)**

No

**Test FAQ 3.1 How to outsource services?**

I’ll like to hire a cartoonist

**Test FAQ 3.2 How to outsource services?**

I need to hire a video crew for Nurses’ Day

**Test FAQ 4.1 Corporate Branded items**

hey jerry, where are the SGH logos and guidelines?

I want to download SGH zoom background

How to design a poster for publicity in the lifts?

Where to buy the SGH notebook?

**Test FAQ 5 Small Talk Thanks, Praises, Escalate, Goodbye**

Thanks Jerry!

You’re great man!

You’ve been a tremendous help!

Bye Bye!

I want to speak with a human!