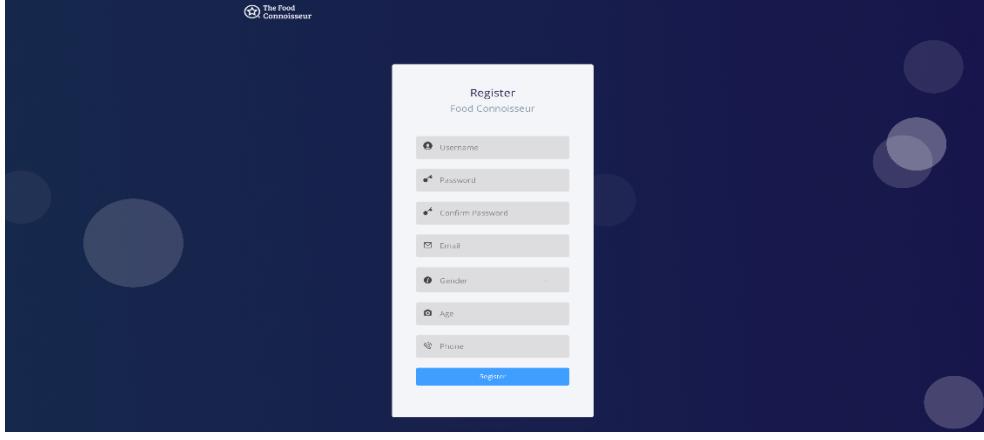
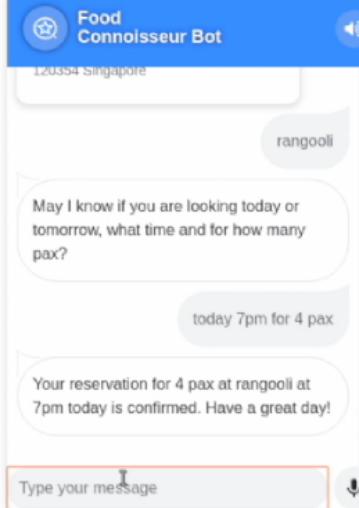


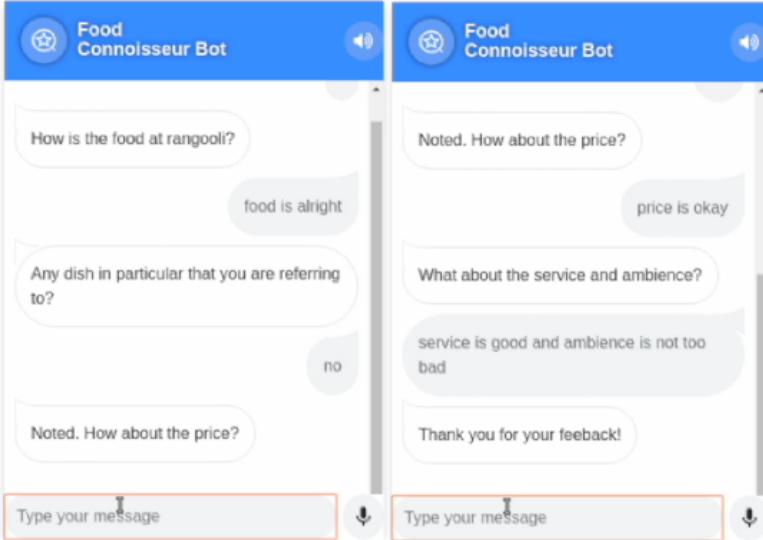
Application User Guide

Scenario	Steps and Input Values	Expected Output
Chatbot Scenario 1: User Registration	<p><i>Inputs:</i></p> <ol style="list-style-type: none"> 1. enter username 2. enter password of at least 6 characters 3. re-enter password 4. enter email 5. enter gender 6. enter age 7. enter phone 	 <p>Successful registration and logged in into the application.</p>
Chatbot Scenario 2: Search by cuisine and location and make reservation	<p>Step 1: Give requirements to Food Connoisseur Bot</p> <p><i>Inputs:</i></p> <ol style="list-style-type: none"> 1. hi 2. any recommendation for asian food 3. no 4. clementi 	Appropriate responses from Food Connoisseur Bot.

		<p>The image shows three sequential screenshots of a chatbot interface for 'Food Connoisseur Bot'. In the first screenshot, the bot asks for cuisine or dish information. In the second, it asks for specific dish details and location preferences. In the third, it lists recommended eateries based on the input.</p>
Step 2: Look through recommendations	<i>Inputs:</i>	Appropriate responses from Food Connoisseur Bot.

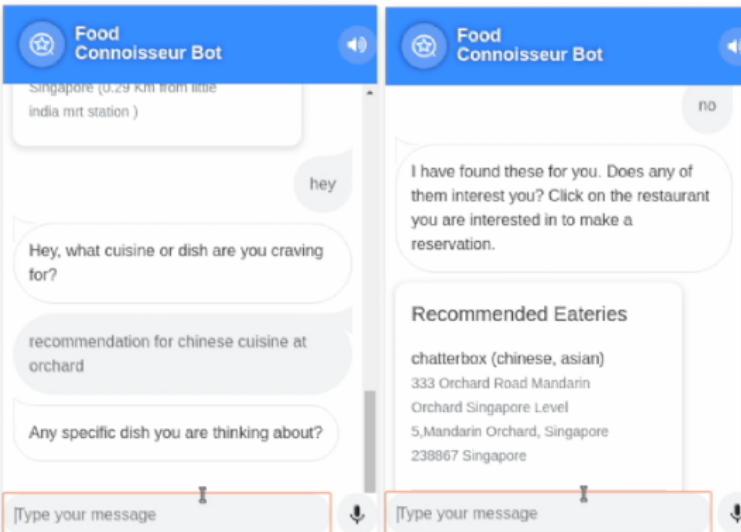
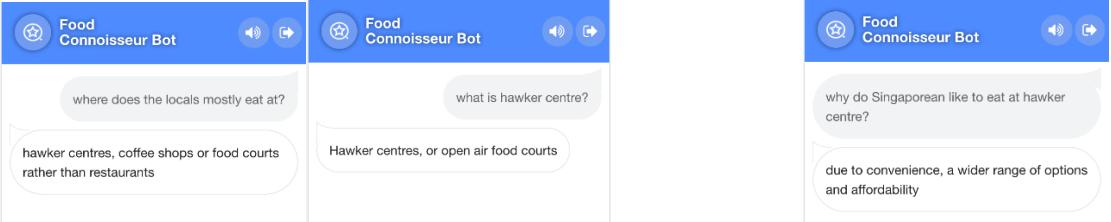
		<p>The image shows three sequential screenshots of a mobile messaging interface for the 'Food Connoisseur Bot'. In the first screenshot, the bot recommends 'west coz cafe (chinese, asian)' at '154 West Coast Road #02-23, West Coast Plaza, Singapore 127371'. The user responds with 'why not?' and the bot replies with 'any other options?'. In the second screenshot, the bot lists 'Recommended Eateries' including 'nobiro japanese restaurant & sake bar (japanese, asian)' and 'hoho korean restaurant (asian, korean)'. The user types 'any other message'. In the third screenshot, the bot lists 'Recommended Eateries' including 'rangooli (indian, asian)' and 'evertop hainanese boneless chicken rice (asian)'. The user types 'Type your message'.</p>
	<p>Step 3: Select restaurant and give reservation details</p> <p><i>Inputs:</i></p> <ol style="list-style-type: none"> 1. click on a restaurant 2. today 7pm for 4 pax 	Appropriate responses from Food Connoisseur Bot.

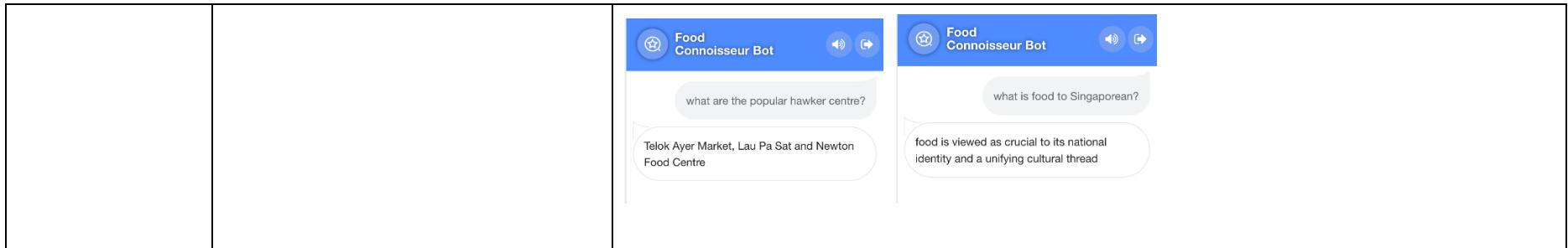
		
Chatbot Scenario 3: Give Feedback	<p><i>Steps/Inputs:</i></p> <ol style="list-style-type: none"> 1. close chatbot window and click on browser refresh button after successfully making reservation. 2. launch chatbot window 3. food is alright 4. no 5. price is okay 6. service is good and ambience is not too bad 	Appropriate responses from Food Connoisseur Bot.

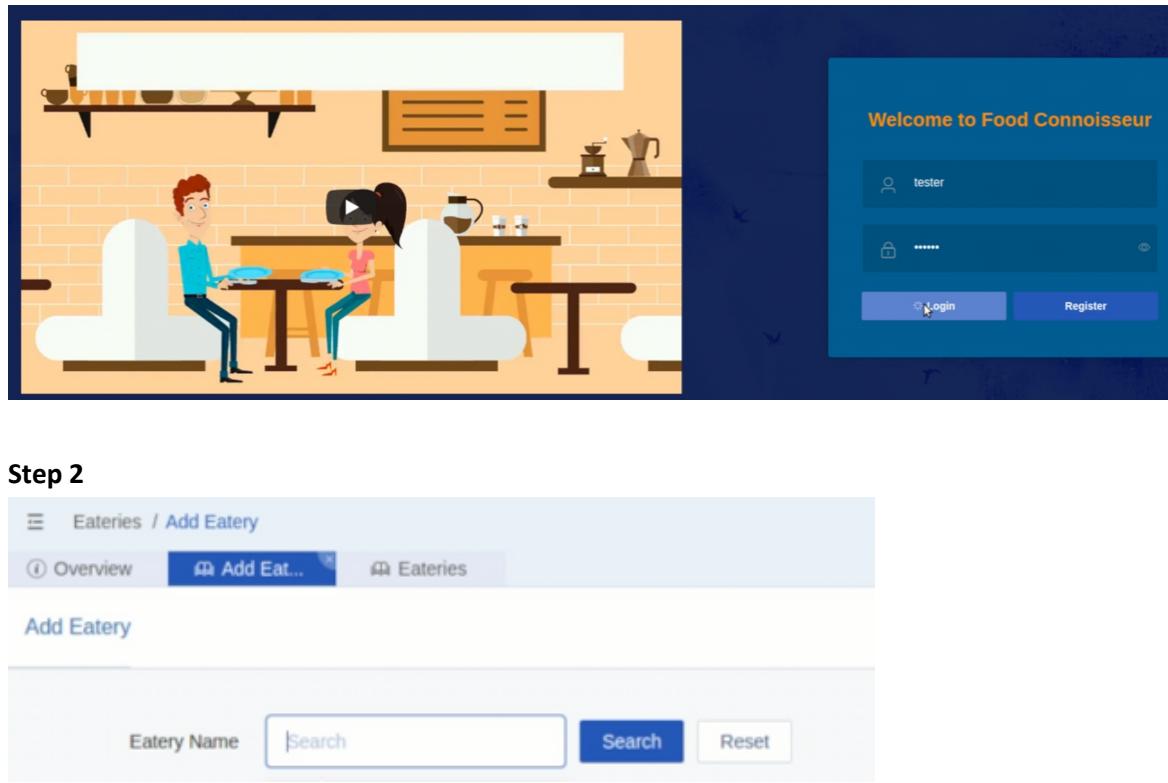
		
Chatbot Scenario 4: Proactive Restaurant Recommendation	<p><i>Steps/Inputs:</i></p> <ol style="list-style-type: none"> 1. close chatbot window and click on browser refresh button after at least one successful search and clearing any outstanding feedback. 2. launch chatbot window 3. no 	Appropriate responses from Food Connoisseur Bot.

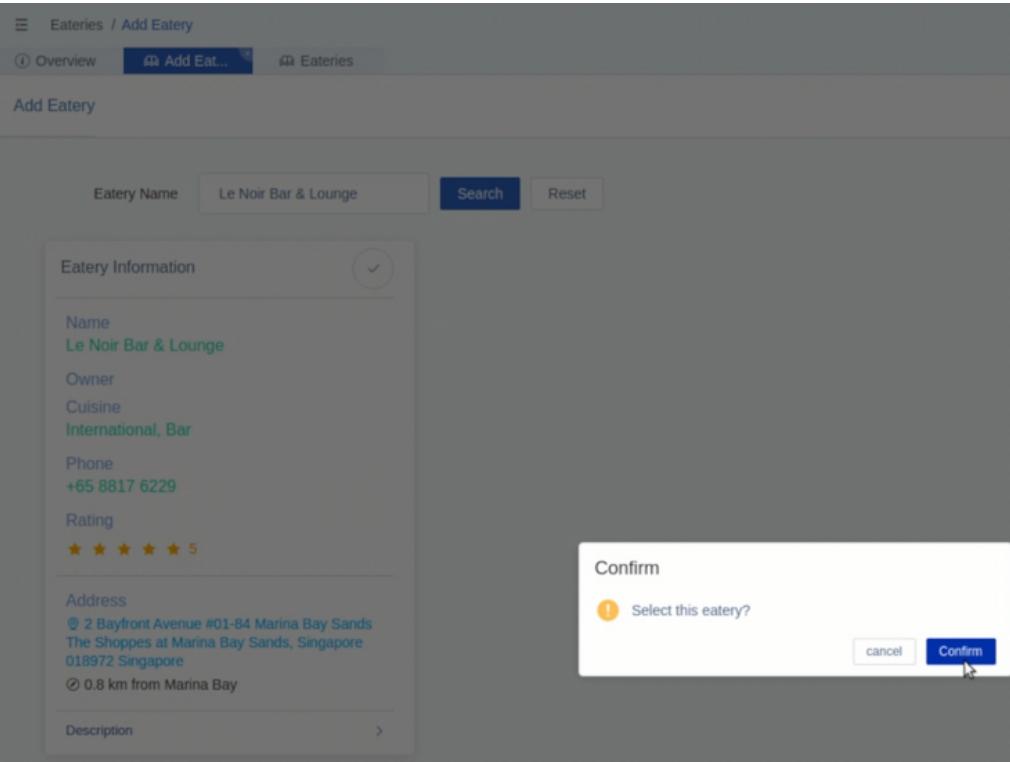
		<p>The screenshot shows a chat interface with the bot 'Food Connoisseur Bot'. The bot has recommended a restaurant and asked if the user would like a reservation. The user can respond with 'no' or 'yes'.</p>
Chatbot Scenario 5: Search by Taste, Food and MRT Station	<i>Steps/Inputs:</i> <ol style="list-style-type: none"> 1. recommendation for spicy prawn near little india mrt station 2. yes 	Appropriate responses from Food Connoisseur Bot.

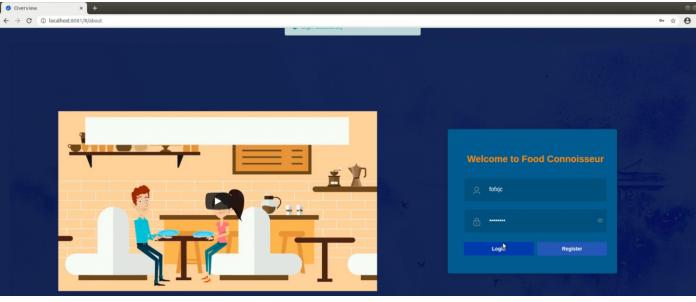
Chatbot Scenario 6: Casual Persona and Self Learning Capability	<i>Steps/Inputs:</i> <ol style="list-style-type: none"> 1. <i>hey</i> 2. <i>recommendation for chinese cuisine at orchard</i> 3. <i>no</i> 	Appropriate responses from Food Connoisseur Bot.

		 <p>The screenshot shows a two-panel chat interface for the 'Food Connoisseur Bot'. The left panel shows the bot's initial message: 'Singapore (0.29 Km from little india mrt station)'. The user responds with 'hey'. The bot asks, 'Hey, what cuisine or dish are you craving for?'. The user replies with 'recommendation for chinese cuisine at orchard'. The bot then asks, 'Any specific dish you are thinking about?'. Below these messages is a section titled 'Recommended Eateries' listing 'chatterbox (chinese, asian)' with its address: '333 Orchard Road Mandarin Orchard Singapore Level 5,Mandarin Orchard, Singapore 238867 Singapore'.</p>
Chatbot Scenario Questions on Local Culture 7: Food	<p><i>Steps/Inputs:</i></p> <ol style="list-style-type: none"> 1. <i>where does the locals mostly eat at?</i> 2. <i>what is hawker centre?</i> 3. <i>why do Singaporean eat at hawker centre?</i> 4. <i>what are the popular hawker centre?</i> 5. <i>what is food to Singaporean</i> 	<p><i>Appropriate responses from Food Connoisseur Bot.</i></p>  <p>The screenshot shows three panels of the chat interface. The first panel shows the bot asking 'where does the locals mostly eat at?' and responding with 'hawker centres, coffee shops or food courts rather than restaurants'. The second panel shows the bot asking 'what is hawker centre?' and responding with 'Hawker centres, or open air food courts'. The third panel shows the bot asking 'why do Singaporean like to eat at hawker centre?' and responding with 'due to convenience, a wider range of options and affordability'.</p>



Scenario	Steps and Input Values	Expected Output
Sentiment Dashboard Scenario 1: Register Eatery	Step 1 After registering user account, log in Step 2 Add eatery name	

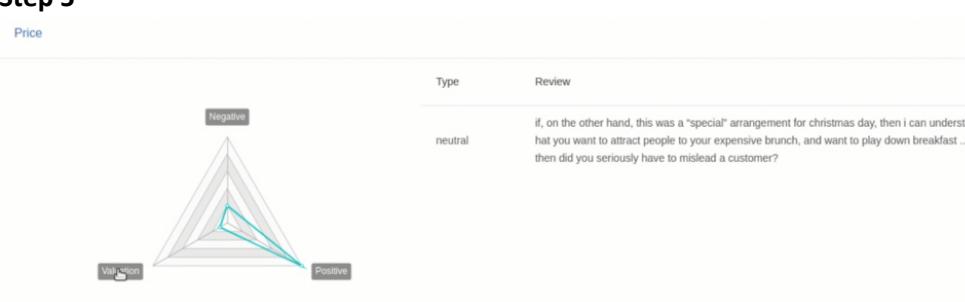
	<p>Step 3 Click search button, the corresponding Eatery Information Card will be shown, and click confirm button to generate analysis dashboard</p>	 <p>Successful entered into the Overview Page</p>
Sentiment Dashboard Scenario 2: Check Overview Page	<p>Step 1 log in</p>	<p>Step 1</p>

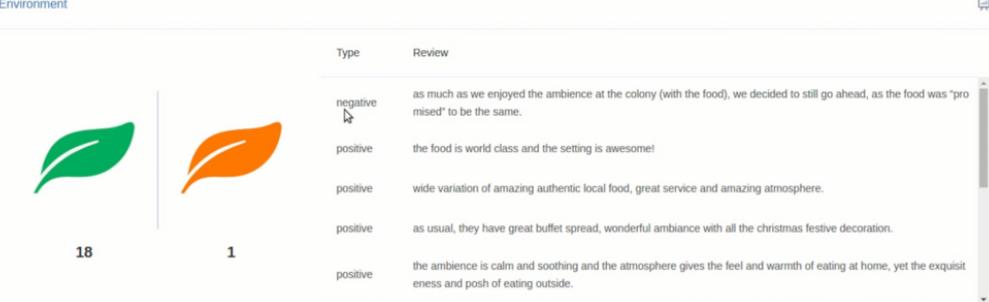
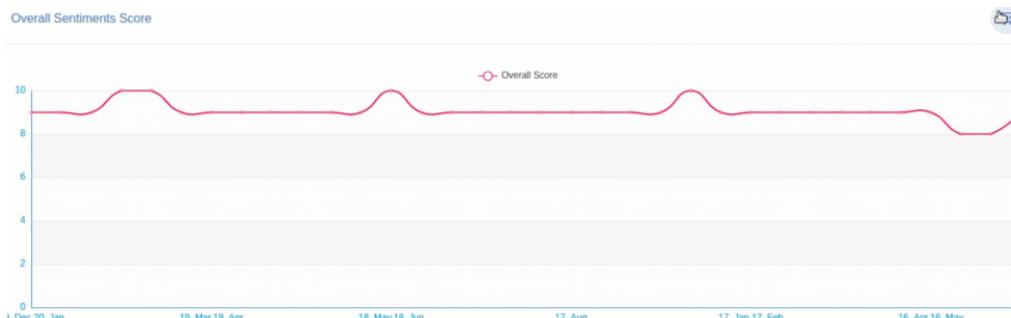
		
	<p>Step 2 Check Overview Page</p> <p>Section 1 User information</p> <p>Section 2 A sample of incoming reviews in prompt style</p> <p>Section 3 Overall sentiment score for service, food, price, and environment categories</p> <p>Section 4</p>	<p>Step 2 and Step 3</p>

	<p>Click the Competitor Button from Section 1. Explore the map and click each blue pinpoint to check competitor information</p> <p>Step 3 Click Reports button to enter Scenario 3: Analysis Dashboard</p>	<p>The dashboard interface is divided into four main sections:</p> <ul style="list-style-type: none"> Section 1 (Personal Info): Displays user information (fofxjc, +6593752168, Join Date: 2020.03.08, 2 Eateries), a profile picture, and links for Reports and Competitors. Section 2 (Reviews): Shows reviews with a heading "Section 2 Reviews". One review is visible: "fantastic food and wonderful service! excellent customer service, food is decent, amazing experience with our staff food is very delicious and service was fantastic too! great food, great service, drinks are unique and tasty as well, great place special thanks to fajar for being so friendly and recommending us". Section 3 (Service): Displays service scores: 9/10 for Service, 10/10 for Food, 10/10 for Price, and 10/10 for Environment. Each score has a corresponding icon (blue bowl for Food). Section 4 (Competitors): A map of Singapore showing various locations with blue pinpoints. A tooltip for "The Wine & Gourmet Friends" restaurant is displayed, showing its address (48 Bukit Pasoh Road #01-01, Singapore 08959 Singapore) and rating (4.5). The map also shows major landmarks like Marina Bay, Raffles Place, and the Marina Reservoir.
Sentiment Dashboard Scenario 3:	Step 1 check basic information in section 1	User interface

Choose Analysis Dashboard	<p>Step 2</p> <p>Click the Check button in section 2 to enter the corresponding Analysis Dashboard</p>	
Sentiment Dashboard Scenario 4: Check Analysis Dashboard	<p>Step 1</p> <p>Check Section 1 to 3 for Actions need to do, Overall Sentiments Score, and Sentiment Score by Categories</p> <p>Step 2</p> <p>In section 3, click each Price, Food, Environment and</p>	<p>Step 1 and Step 2</p>

	<p>Service elements in bar chart to expand detail sections.</p> <p>Section 1 Actions need to do Overall 98 customers loved your service, however, among the food you provided, there might need to find out the reason why price has received 2 negative reviews. Food 5 customers were satisfied with your seafood, but there were still 1 negative reviews on the bread.</p> <p>Section 2 Overall Sentiments Score</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>10 Dec 2020</td> <td>98</td> </tr> <tr> <td>All time</td> <td>98</td> </tr> </tbody> </table> <p>Section 3 Sentiments Score by Category</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Positive</th> <th>Negative</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td>98</td> <td>2</td> </tr> <tr> <td>Food</td> <td>98</td> <td>1</td> </tr> <tr> <td>Environment</td> <td>98</td> <td>1</td> </tr> <tr> <td>Service</td> <td>98</td> <td>1</td> </tr> </tbody> </table>	Date	Score	10 Dec 2020	98	All time	98	Category	Positive	Negative	Price	98	2	Food	98	1	Environment	98	1	Service	98	1
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Step 4 In Food section, click	Step 4																					

	<p>each food item to check its corresponding reviews.</p> <p>Step 5 In Price section, click Negative, Positive, Valuation elements in radar chart to check corresponding reviews</p> <p>Step 6 In Environment Section, click leaves icons to switch negative and positive reviews</p>	 <p>Food</p> <p>sashimi bread seafood oysters</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Review</th> </tr> </thead> <tbody> <tr> <td>positive</td> <td>a great seafood area, fresh local dishes, indian, italian, chinese, fresh breads, cheeses and desserts.</td> </tr> <tr> <td>positive</td> <td>we really enjoyed the seafood, especially the cold crab and the lobster.</td> </tr> </tbody> </table> <p>Step 5</p>  <p>Price</p> <p>Negative Positive Valuation</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Review</th> </tr> </thead> <tbody> <tr> <td>neutral</td> <td>if, on the other hand, this was a "special" arrangement for christmas day, then i can understand that you want to attract people to your expensive brunch, and want to play down breakfast but then did you seriously have to mislead a customer?</td> </tr> </tbody> </table> <p>Step 6</p>	Type	Review	positive	a great seafood area, fresh local dishes, indian, italian, chinese, fresh breads, cheeses and desserts.	positive	we really enjoyed the seafood, especially the cold crab and the lobster.	Type	Review	neutral	if, on the other hand, this was a "special" arrangement for christmas day, then i can understand that you want to attract people to your expensive brunch, and want to play down breakfast but then did you seriously have to mislead a customer?
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<p>Step 7</p> <p>Click  button In sections 2 and 3 to expand trend analysis line chart</p>	<p>Step 7</p> <p>Overall Sentiments Score</p> 													
<p>Step 8</p> <p>switch  button to show or hide corresponding trend analysis line</p>	<p>Step 8</p>													

