Chatbot Individual Project

BC3409 AI in Accounting and Finance

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22 Sep. 20

COVID Support Chatbot

Introduction

The process of understanding who is applicable for the grants by the government can be simplified by the use of a chatbot. Introducing the COVID Support chatbot, the COVID Support chatbot shares with the user what are the available schemes that he/she can apply to as well as a check for eligibility in the COVID-19 Support Grant scheme or the Courage Fund scheme. Links are also included for the user to apply to the scheme. Apart from that, the user is able to leave feedback with an option to leave down their email address.

Objectives

1. To be able to answer queries on the grants available
2. To be able to check the eligibility of a user for COVID-19 Support Grant or The Courage Fund
3. To allow the user to leave feedback on their experience

Design Considerations

As there are limited functionalities made available to the Snatchbot free users, the chatbot heavily features the use of quick replies to allow the user to quickly enter their replies by tapping on the options available. At the end of each of the paths (COVID-19 Support Grant, The Courage Fund, brief introduction), the interaction automatically links back to the start interaction of the chatbot.
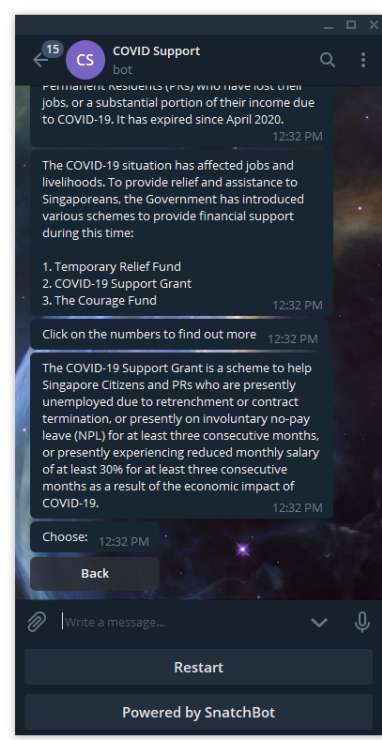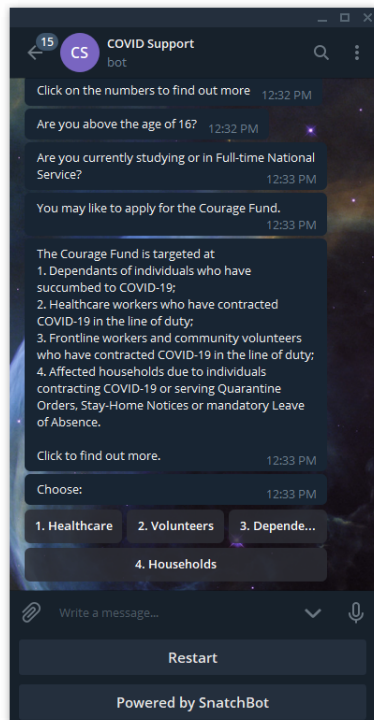
Interaction Examples
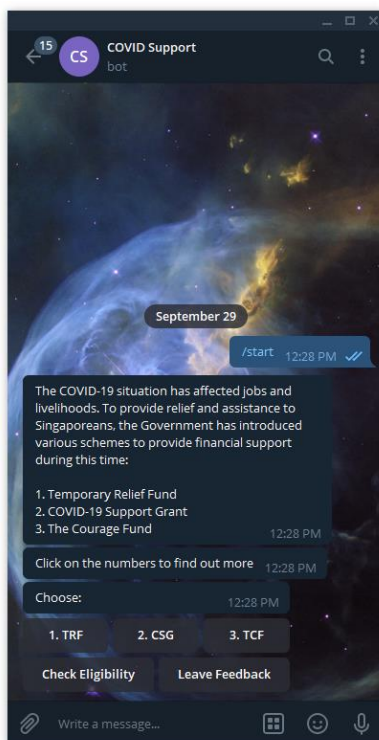
First Interaction
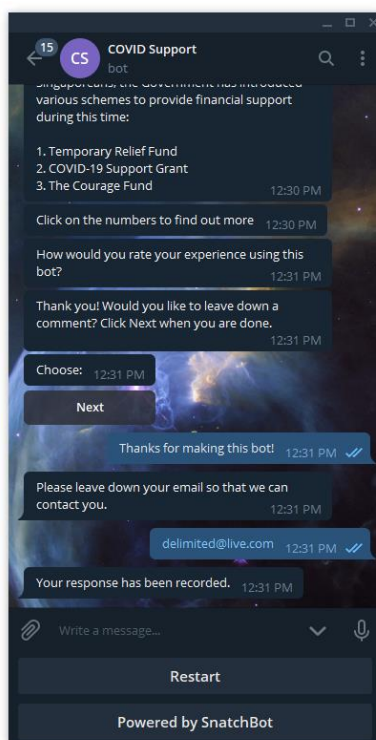
Providing Feedback

Brief Introduction of CSG

The Courage Fund
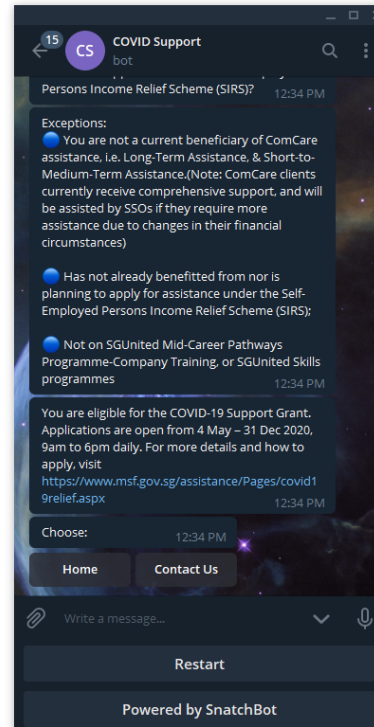
COVID-19 Support Grant

Links
Bot Link

http://t.me/covidsgsupportbot

Pages

https://www.msf.gov.sg/assistance/Pages/covid19relief.aspx

https://www.ncss.gov.sg/Our-Initiatives/The-Courage-Fund#:~:text=The%20Courage%20Fund%20COVID%2D19%20Relief%20Schemes&text=The%20Courage%20Fund%20was%20first,were%20affected%20by%20the%20outbreak

Bot Scheme
See below.

START

The COVID-19 situation has affected jobs and livelihoods. To provide relief and assistance to Singaporeans, the Government has introduced various schemes to provide financial support during this time:

1. Temporary Relief Fund
2. COVID-19 Support Grant
3. The Courage Fund

Click on the numbers to find out more

Brief Introduction

1. TRF

The Temporary Relief Fund is a one-off interim assistance scheme to help Singapore Citizens and Permanent Residents (PRs) who have lost their jobs, or a substantial portion of their income due to COVID-19. It has expired since April 2020.

2. CSG

The COVID-19 Support Grant is a scheme to help Singapore Citizens and PRs who are presently unemployed due to retrenchment or contract termination, or presently on involuntary no-pay leave (NPL) for at least three consecutive months, or presently experiencing reduced monthly salary of at least 30% for at least three consecutive months as a result of the economic impact of COVID-19.

3. TCF

The Courage Fund is targeted at
a) Dependants of individuals who have succumbed to COVID-19;
b) Healthcare workers who have contracted COVID-19 in the line of duty;
c) Frontline workers and community volunteers who have contracted COVID-19 in the line of duty;
d) Affected households due to individuals contracting COVID-19 or serving Quarantine Orders, Stay-Home Notices or mandatory Leave of Absence.

Leave Feedback

How would you rate your experience using this bot?`

1/2/3/4/5

Thank you! Would you like to leave down a comment? Click Next when you are done.

Input comment

Please leave down your email so that we can contact you.

Input email

Your response has been recorded.

Eligibility

Are you above the age of 16?

Yes

Are you in Full-time National Service or a student?

No

What is your gross monthly household income prior to COVID 19?

< $6200 → Do you have at least one working household member who contracted COVID-19, or was on Stay-Home Notice (SHN), mandatory Leave of Absence (LOA) or Home Quarantine Order (QO).?

>$10000

<$10000

The Courage Fund (Household)

You are eligible for the Courage Fund for lower-income households
Click here for more details and how to apply. [Link]

Check for CSG →

Are you a full-time or part-time employee that had been affected by COVID-19?

Yes

Are you unemployed now due to retrenchment or contract termination?

No → Were you under involuntary no paid leave or reduced salary (>30%) for at least 3 months? (E.g. Mar – May 2020)

Yes

Yes

Are you currently receiving or yet to receive the COVID-19 Support Grant or the Self-Employed Persons Income Relief Scheme (SIRS)?

Yes

No

COVID-19 Support Grant

COVID-19 Support Grant

Exceptions:
You are not a current beneficiary of ComCare assistance, i.e. Long-Term Assistance, & Short-to-Medium-Term Assistance.(Note: ComCare clients currently receive comprehensive support, and will be assisted by SSOs if they require more assistance due to changes in their financial circumstances)

You are eligible for the COVID-19 Support Grant. Applications are open from 4 May – 31 Dec 2020, 9am to 6pm daily. For more details and how to apply, visit https://www.msf.gov.sg/assistance/Pages/covid19relief.aspx

Contact Us

Those who need help filling in the online application form can call the ComCare Call hotline (1800-222-0000) or email ask_sso@msf.gov.sg for assistance.

Those who are not able to apply online can call the ComCare Call hotline to schedule an application slot at their nearest Social Service Office(go.gov.sg/ssolocator).

You may refer to the full list of FAQs here. (https://va.ecitizen.gov.sg/cfp/customerpages/msf/msf/explorefaq.aspx?Category=70593)

The Courage Fund

No

You may like to apply for the Courage Fund.

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2. Healthcare workers who have contracted COVID-19 in the line of duty;
3. Frontline workers and community volunteers who have contracted COVID-19 in the line of duty;
4. Affected households due to individuals contracting COVID-19 or serving Quarantine Orders, Stay-Home Notices or mandatory Leave of Absence.
Click on the numbers to find out more.

1/2/3/4

For Healthcare workers who have contracted COVID-19 while providing services which would reasonably bring them in contact with confirmed and/or suspected COVID-19 patients, and/or environments which held COVID-19 patients. Click on the link below to apply. [Link]

For frontline workers and community volunteers who have contracted COVID-19 while providing services which would reasonably bring them in contact with confirmed and/or suspected COVID-19 patients, and/or environments which held COVID-19 patients. Click on the link below to apply. [Link]

For dependants of individuals who have succumbed to COVID-19. Click on the link below to apply. [Link]

For affected households due to individuals contracting COVID-19 or serving Quarantine Orders, Stay-Home Notices or mandatory Leave of Absence. Click on the link below to apply. [Link]