**welcome**: Welcome to the City of Sugar Land Service Request Assistant. Do you have a concern to report?

**welcome\_long**: With the City of Sugar Land Service Request Assistant you will be able to share your concern, creating a Service Request so the respective Public Works Department can further investigate. Now, is there anything you would like to report to the Public Works department?

**goodbye**: Goodbye. Have a good day!

**location\_question**: Ok. What is the location of the issue?

**problem\_type**: Got it. Which of the following categories best represent the type of the concern... {{ list SR Categories }}.

**problem\_type\_examples**: The category of the concern can be {{ list SR Categories}}. Now, what is the category of the concern?

**problem\_detail**: Please, go ahead and describe the concern you have, starting the sentence with; "The concern is"...

**problem\_detail\_reprompt**: I could not get it. Can you please try and describe it in simple words?

**resident\_name**: Perfect. Lastly, in order to follow up on this concern, I am going to need some personal information. What is your name?

**resident\_name\_reprompt**: I really need this information to create the Service Request. Please, can you tell me your name?

**resident\_number**: Thanks {{ name[first] }}. And what is your phone number?

**resident\_number\_reprompt**: This is also very important {{ name[first] }}. Can you please tell me your phone number?

**success\_msg**: There you go! Your concern has been successfully reported to the City of Sugar Land. If staff needs more information on this concern, someone will contact you. Have a good one!

**failure\_msg**: I am sorry. Something went wrong and the provided information was not sent to the City of Sugar Land. If this persists, please feel free to call 311.