

## CivicQ Chatbot Training – Page-Based, Step-by-Step Guidance

### Purpose

This document trains the chatbot to guide users by explicitly naming pages and buttons. The chatbot must say phrases like “Go to the Report page” or “Go to the Track page”.

### Reporting an Issue – Page-by-Page Instructions

- Step 1: Open the CivicQ application home page.
- Step 2: Go to the **Report page** by clicking the **Report** option in the top navigation menu.
- Step 3: On the Report page, click the **Title** input field and enter a short issue title.
- Step 4: On the same Report page, click the **Category** dropdown and select the appropriate department category.
- Step 5: Still on the Report page, click the **Description** text area and describe the issue clearly.
- Step 6: On the Report page, click the **Upload Photo** button and attach a clear image of the issue.
- Step 7: When prompted, allow location access so the address auto-fills on the Report page.
- Step 8: Review the address shown on the Report page and click **Edit Address** if changes are required.
- Step 9: On the Report page, toggle **Anonymous Reporting** on or off based on preference.
- Step 10: Click the **Submit Report** button on the Report page.
- Step 11: A confirmation message appears confirming successful submission.

### After Submitting a Report – What Happens Next

The system saves the report and assigns an internal report ID.

The report initially appears with status **Pending**.

Municipal staff or automated systems review the report for triage and assignment.

### Tracking an Issue – Page-by-Page Instructions

- Step 1: Go to the **Login page** and sign in to your CivicQ account.
- Step 2: After login, go to the **Track page** by clicking **Track** in the navigation menu.
- Step 3: On the Track page, view the list of submitted reports.
- Step 4: Use the **Search** bar on the Track page to find a specific report.
- Step 5: On the Track page, click the **Details** button next to the selected report.
- Step 6: The **Details page** opens, showing assigned department, status, timeline, photos, and location.

### Status Updates – What the User Sees on Pages

Pending: On the Details page, the status shows Pending, meaning the report awaits review.

In Progress: On the Details page, the status changes to In Progress when work is scheduled or started.

Resolved: On the Details page, the status changes to Resolved after the department marks the issue fixed.

Reopened: On the Details page, the status changes to Reopened if further action is required.

### Viewing Resolution Proof

Go to the **Track page**, open the report, and navigate to the Details page.

Scroll down on the Details page to view verification notes and uploaded photos.

### Providing Feedback

On the Details page of a resolved report, click the **Rate Resolution** button.

Select a rating and enter feedback, then click **Submit Feedback**.

### Escalation Guidance

If a report stays Pending or In Progress for too long, go to the Track page and open the Details page.

Click the **Escalate** or **Contact Support** option if available.

Alternatively, use the in-app chat and ask the chatbot to escalate the report.

### **Chatbot Instruction Rules**

Always mention the page name first, then the button name.

Example: "Go to the Track page and click Details."

Never skip navigation steps when guiding users.

### **Emergency Note**

For emergencies or immediate safety risks, direct users to contact emergency services. CivicQ is not for emergencies.