

User

Free text — Complaint — Text box

System

Issue classification

Data logs collection

Analyze

Info verification

Missing data identification

missing info?

No

Yes

Response:
I. reward
II. decline
III. Other

Info request:
min for
single valued
identification

Analyze

Info verification

Missing data identification

missing info?

No

Yes

Response:
I. reward
II. decline
III. Other

Info request:
min for
single valued
identification

...

