## **OneService App Screenshots**

322 M E.7%   Submit New Case Image: Case of the case of t	The OneService App makes it convenient for residents to report municipal issues they encounter by organising them by issues instead of agencies.
Case Details   Pacificies in HDB Estates Common Area Maintenance   Case ID: Submitted Date:   M171025-166795 25 Oct 2017, 8:18 AM   Case Status: Working On It (TTC)   Vorking On It (TTC) 3   Acknowledged Cased	Enhanced "Case Tracker" feature to allow residents to know the progress of feedback submitted and the agency or TC assigned to work on it.
Case Map ACKNOWLEDGED & WORKING ON IT & CLOSED ACKNOWLEDGED & WORKING ON T & CLOSED COMPACT CLOSED COMPACT CLOSED COMPACT CLOSED COMPACT CLOSED COMPACT CLOSED CL	<b>Case Map</b> to allow residents to view feedback reported in their neighbourhood by other users. The visualisation of reported cases allows users to be better aware of the types of municipal issues reported by them and other users in their neighbourhoods. It can also reduce duplicate case reporting as users can check if the same issue has already been reported by other users, thereby saving time and effort on both users' and agencies' end.