



LionLink

Better answers. Better rides.

Passenger feedback connected to service evidence

Team 5 · Raffles Place

The data exists. **No one is using it.**

Today: manual workflows, data in silos

Customer Service

Has to chase other departments for answers. Some replies take ~2 hours.

Operations and Engineering

Never see what passengers report to Customer Service.

Planning

No clear recommendation system to act on.

Our solution

Close the data gap. Cut the cost.

Fewer manpower hours

No manual chasing between teams

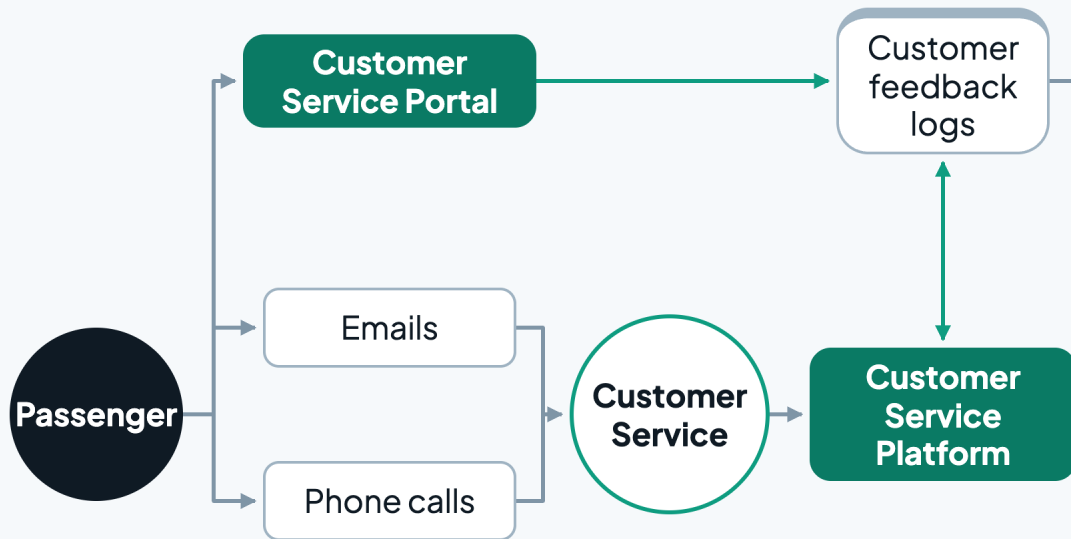
Better customer satisfaction

Faster replies, grounded in evidence

Pilot measures staff minutes per case and reply time.

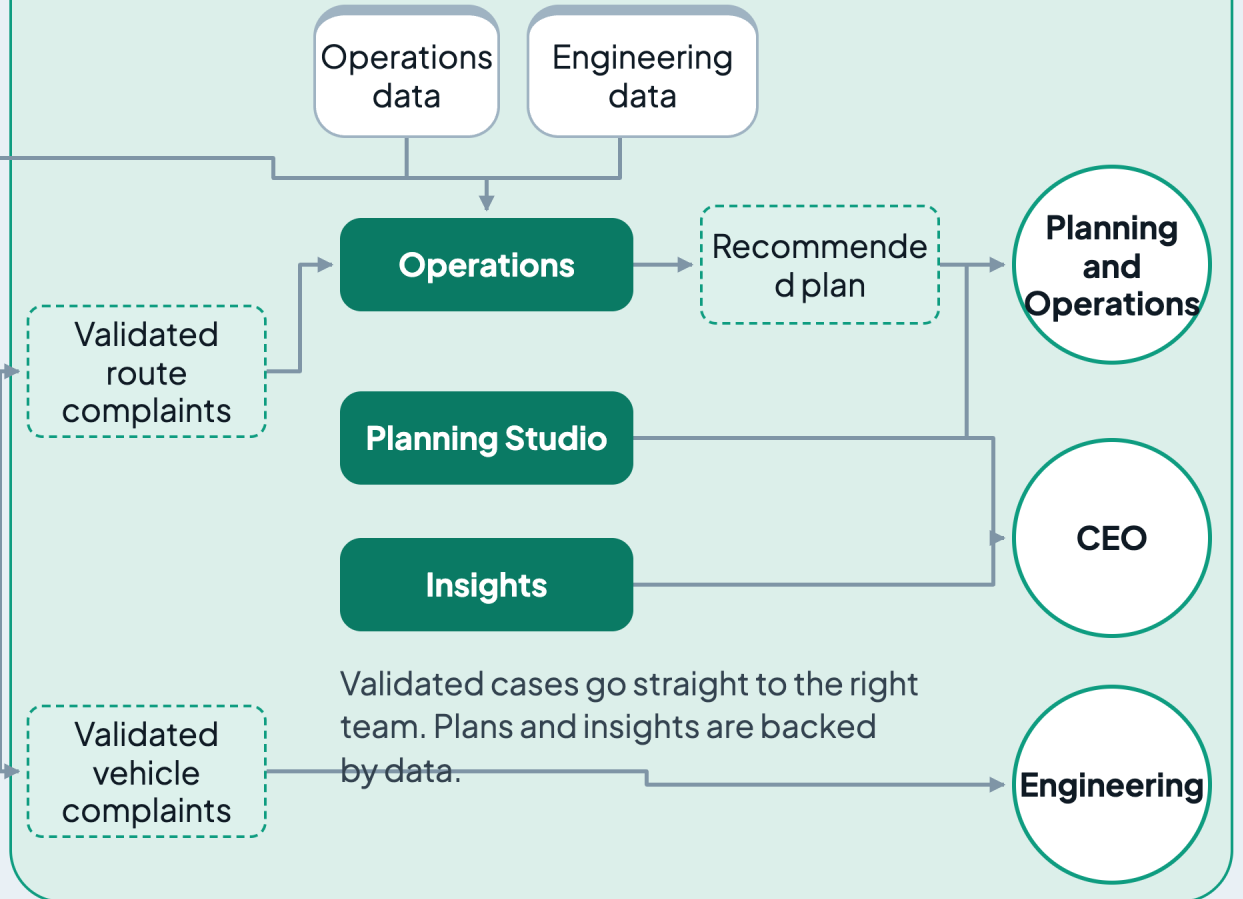
Lighter front end. Smarter back end.

FRONT END · Mitigate pressure and scale



Passengers self-serve through the portal, so fewer calls and emails. Officers answer from one platform instead of chasing other teams.

BACK END · Optimise resources



One shared view. Five services on top.

Complaints

Operations

Engineering

→ linked to the trip and the bus

Scaling and
optimising day-
to-day

**Passenger
Portal**

Passengers

Scaling and
optimising day-
to-day

**Customer
Service**

Service officers

Efficiency tuning

Operations

Ops team

Monitoring and
evaluation

Insights

Leaders

Recommendations
and scenario-
planning

**Planning
Studio**

Planners

Staff approve every reply and decision.

LionLink

See it in action.

5-minute demo · four views, one case



Insights

How we **measure**, **verify** and **trace** business results

01 · Measure

Rules and definitions

Formulas, units, thresholds, assumptions and example targets and budgets, in one central settings file.

02 · Measure

Measurements

Python prepares measurements; TypeScript calculates displayed totals, comparisons and trends.

03 · Verify

Validation and tests

Check data consistency, arithmetic, missing values, reporting periods, budget rules and screen behaviour.

04 · Verify

Scenario evals

Selected scenarios compare actual app outputs with independently worked expected answers.

05 · Trace

Traceability

Source references, file hashes, rule and code versions, and saved evaluation reports are preserved.

Demo targets and budgets are illustrative. Evals cover selected scenarios; separate tests check measurements and screens.

Quickest impact first, then build.



Start small. Sponsor a focused pilot.

Now

Foundation

Link cases to trips and vehicles

Next

Expand

Voice intake, planning
assistants

Later

AI-native

Bounded automation,
with escalation

Named department owners · measured on median and P90 reply time, and staff minutes per case.

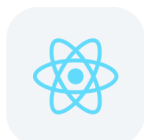
Tech stack

A modern web stack, with OpenAI inside

Frontend and UI



Next.js



React



TypeScript



Tailwind CSS



shadcn/ui



Radix UI



Lucide

AI and logic



OpenAI APIs

TypeScript rule
engine

Data and storage



Python 3.12



uv



JSON / CSV

localStorage
(MVP)

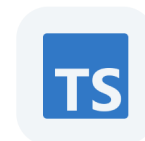
Testing and quality



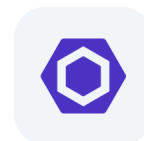
Vitest



Playwright



TypeScript



ESLint