**Appendix 8.4.2 List of Pre-defined Intents and Entities**

**Chart 8.1.4.2.1 List of 13 Pre-defined Intents**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Intent labels** | **Intent Description** | **Intent Purposes** |
| 1 | publicity.on.facebook | FAQ 1: How to request publicity on SGH Facebook page | Business intent |
| 2 | workplace@FB | Users ask questions about *internal* facebook page | Error handling. |
| 3 | update.sgh.website | FAQ 1: How to update information on SGH website | Business intent |
| 4 | corporate.visit | FAQ 2: How to organise a corporate visit to SGH | Business intent |
| 5 | corporate.target.yes | User confirms meeting criteria of a corporate visit. | Confirmation Strategy |
| 6 | corporate.target.no | User denies meeting criteria of a corporate visit. | Confirmation Strategy |
| 7 | hire.publicity.vendors | FAQ 3: How to hire external media services? | Business intent |
| 8 | logo.and.templates | FAQ 4: Where to download corporate templates and guidelines on their proper use? | Business intent |
| 9 | small.talk.escalate | User expresses that he/she is not getting the right answers and/or wishes to contact a human. | Error handling |
| 10 | small.talk.hello | User greets robot | Small talk |
| 11 | small.talk.thanks | User appreciates robot | Small talk |
| 12 | small.talk.bye | User wants to end conversation | Small talk |
| 13 | small.talk.love | User praises robot | Small talk |

**Chart 8.1.4.2.2 Confirmation Strategy**

Diagram

Description automatically generated

**Chart 8.1.4.3.1 Details of Entity Definitions**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Entity Type** | **Entities** | **Synonyms** |
| 1 | vendor | Prints | Banners, booklet, brochures, magazines, poster, prints, standees |
| e-prints | Electronic direct mailers, media |
| Translation |  |
| Photography |  |
| Video production | Clips, video, videographer, films, animation |
| Graphic design | Cartoonist, designer, graphic design, illustrator, sketch |
| Emcee | Host |
| vendor |  |
| 2 | SGH\_website |  |  |
| 3 | Workplace\_at\_FB |  |  |
| 4 | SGH\_Facebook |  |  |
| 5 | department |  | divisions, unit, centre, ACP\*, SDDC\* |
| 6 | staff | staff | doctor, specialist, consultant, registrar, resident |
| 7 | corporate\_visit | visit to SGH | corporate visit, field study, official trip, survey, observation |
| 8 | brand\_artefacts | presentations | Poster, powerpoint, slides |
| stationery | Envelop, letterhead, memo, namecard |
| signages |  |
| zoom background | skype background, teleconsult background |
| logo | patients at the heart of all we do, motto, tagline |
| stock images | stock photos |
| sourvenir | gift, cup, mug, namecard holder, collar pin, cap, tie, teddy bear, toy |

\*Note: ACP and SDDC refer to SingHealth Academic Clinical Programme and SingHealth Duke-NUS Disease Centres, respectively.