<u>Entities and Example Phrases</u>

1. **Product Names**
   a. **Entity**: Toutche Bike
      i. Example Phrases:
         1. "I recently purchased a Toutche bike."
         2. "What features does the Toutche model offer?"
   b. **Entity**: Heileo H200
      i. Example Phrases:
         1. "How do I maintain my Heileo H200?"
         2. "Is the Heileo H200 suitable for off-road cycling?"

2. Technical Issues

   c. **Entity**: Battery Issue
      i. Example Phrases:
         1. "I think I have a battery issue with my bike."
         2. "My bike's battery is not charging."
   d. **Entity**: Motor Malfunction
      i. Example Phrases:
         1. "The motor is malfunctioning on my Toutche bike."
         2. "Can you help with a motor issue?"
   e. **Entity**: Software Update
      i. Example Phrases:
         1. "Is there a software update available for my bike?"
         2. "How do I perform a software update?"

3.Customer Support Actions

   f. **Entity**: Refund
      i. Example Phrases:
         1. "I would like to request a refund."
         2. "How do I process my refund for the last purchase?"
   g. **Entity**: Warranty Claim

        i.   Example Phrases:
- 1. "Can I file a warranty claim for my bike?"
- 2. "What is the process for a warranty claim?"

   h. **Entity**: Status Check

        i.   Example Phrases:
- 1. "Can I check the status of my order?"
- 2. "What's the status of my warranty claim?"

4.Locations

   i. **Entity**: Toutche Service Center

        i.   Example Phrases:
- 1. "Where is the nearest Toutche service center?"
- 2. "Can I drop my bike off at the Toutche service center?"

   j. **Entity**: City

        i.   Example Phrases:
- 1. "Do you have any stores in New York?"
- 2. "Is there a service center in Los Angeles?"

❖ A set of 20 test queries and their expected entity extraction results.

Test Queries and Expected Entity Extraction Results

Test Query	Expected Entity Extraction Results
"I recently purchased a Toutche bike."	Product Names: Toutche Bike
"What is the warranty period on the Heileo H200?"	Product Names: Heileo H200; Customer Support Actions: Warranty Claim
"I think I have a battery issue with my bike."	Technical Issues: Battery Issue
"The motor is malfunctioning on my Toutche bike."	Technical Issues: Motor Malfunction; Product Names: Toutche Bike
"How do I maintain my Heileo H200?"	Product Names: Heileo H200
"Is there a software update available for my bike?"	Technical Issues: Software Update
"Can I get a refund for my recent purchase?"	Customer Support Actions: Refund
"Where is the nearest Toutche service center?"	Locations: Toutche Service Center

"What's the status of my warranty claim?"	Customer Support Actions: Status Check; Technical Issues: Warranty Claim
"My bike's battery is not charging."	Technical Issues: Battery Issue
"How do I file a warranty claim for my Heileo H200?"	Customer Support Actions: Warranty Claim; Product Names: Heileo H200
"Can you help me with a motor issue?"	Technical Issues: Motor Malfunction
"Do you have any stores in San Francisco?"	Locations: City (San Francisco)
"What features does the Toutche model offer?"	Product Names: Toutche Bike
"Is the Heileo H200 suitable for off-road cycling?"	Product Names: Heileo H200
"Can I check the status of my order?"	Customer Support Actions: Status Check
"The battery on my Heileo H200 is draining quickly."	Technical Issues: Battery Issue; Product Names: Heileo H200
"How can I perform a software update?"	Technical Issues: Software Update
"What is the return policy for Toutche products?"	Customer Support Actions: Refund
"Where can I find a Toutche service center in Los Angeles?"	Locations: Toutche Service Center; Locations: City (Los Angeles)