An Indian firm called **Toutche Electric** is dedicated to using electric mobility to offer creative and environmentally sustainable transportation options. The company's **Heileo** brand is mostly used to make electric bicycles. **Toutche** wants to meet the growing need for affordable, environmentally friendly personal transportation in urban and semi-urban areas by fusing cutting-edge technology with elegant style and usefulness.

The range of Heileo electric bikes:

1.The Heileo M100 and M200 (Mountain Series):

- They are models intended for adventure and off-road riding.
- They have strong motors (up to 250W) and battery systems (up to 11.6 Ah), which allow them to travel 50–70 km between charges.
- Disc brakes, sturdy suspensions for tough terrain, and several pedal assist settings are among the features.

2. Hybrid Series Heileo H100 & H200:

- Hybrid bikes suitable for both city commuting and moderate off-road conditions.
- Similar motor and battery capacity as the M-series, but designed for smoother rides with a mix of efficiency and comfort.
- They offer sleek frames, ergonomic design, and a balance between speed and endurance.

3.Heileo S100 (Sports Series):

- Tailored for performance biking, focusing on speed and agility.
- Features lighter frames, higher-end components, and optimized pedal assist for athletic riders looking for an efficient but powerful e-bike.

❖Principal Issues with Toutche's Customer Service:

1.Technical Concerns Regarding E-Bikes: Consumers may require assistance comprehending the features, operation, and upkeep of electric bicycles,

particularly with regard to parts like charging protocols, pedal-assist modes, and battery management.

2.After-Sales Service and Repairs: As the number of clients increases, it may become more difficult to handle problems like warranty claims, troubleshooting, and repair services.

3.Upgrades and Spare Parts: When customers ask about the availability of upgrades or spare parts for their motorcycles, it can be logistically difficult to respond quickly.

4.Tracking orders and deliveries: As demand increases, answering consumer questions regarding refunds, delays, and shipment status may become a bottleneck.

5.Customisation and Product Selection: With so many models to choose from, buyers might require assistance figuring out which bike best suits their needs or comprehending how one product differs from another.

❖ How These Issues Could Be Solved by an AI Chatbot:

An AI chatbot might offer round-the-clock assistance, simplifying Toutche's response to routine questions and raising customer satisfaction.

It would help with:

- answering technical queries in real time and assisting consumers with standard troubleshooting.
- assisting with purchase tracking and handling enquiries about warranties or services.
- helping clients choose the ideal products according to their tastes.
- allowing self-service alternatives to obtain FAQs, videos, or manuals for prompt assistance.

❖ Essential Elements of a Chatbot:

1. **Knowledge Base for Technical Support:** To assist users in resolving problems on their own, the chatbot must to have an extensive collection of troubleshooting manuals and product details (such as motor specifications, battery life, etc.).

2. **Order Tracking and Warranty Status:** The chatbot would be able to give real-time updates on order status, repairs, and warranty claims by integrating with Toutche's logistics and CRM systems.

3. **Product Recommendation Assistant:** By posing straightforward queries or providing product comparisons, the chatbot should direct users to the appropriate model based on user choices (such as terrain, daily use, or price range).

❖ Questions/clarifications:

1. Should the chatbot be integrated with Toutche's current CRM system for order tracking, warranty, and repairs?
2. Does the chatbot need to support any particular languages or geographical areas in order to serve a wider range of users?
3. How many customer service enquiries do you now receive, and what kinds of questions are most common?
4. How adaptable do you want the responses and tone of the chatbot to be in order to match Toutche's corporate identity?