

Result Issues

For each results, must check:

If issue with the language or script

The BU or POI is closed or doesn't exist

Expected Language/script

Language or script of the test locale

Of the query

Of the result region

Any combination of any descriptions above

An official company, chain or brand name commonly used in the market : Starbucks, McDonald's

When unexpected: the user will not understand it : result in Spanish when the query locale is in English

Note Minor spelling issues (missing or added diacritics) are **not** unexpected language, also addresses (not BU or POI) may be in a foreign language and be accepted (an english user looking for an address in France)

BU or POI closed or does not exist

If closed or non existent

If randomly moving: food truck without a fixed schedule

Non-recurring past event with no map intent

Note: You must give a relevance rating as if the place were open or did exist

If lack of resources: assume the BU could exist and rate the name, address and pin accuracy as *Can't Verify*

For remodelled BU: Treat them as if they were open

If BU has incorrect address or name : Signal precisely that is *Wrong*

When status showed is **PERMANENT_CLOSURE** : Look in real world search is this result is expected or not (the relevance rating depends on it)



