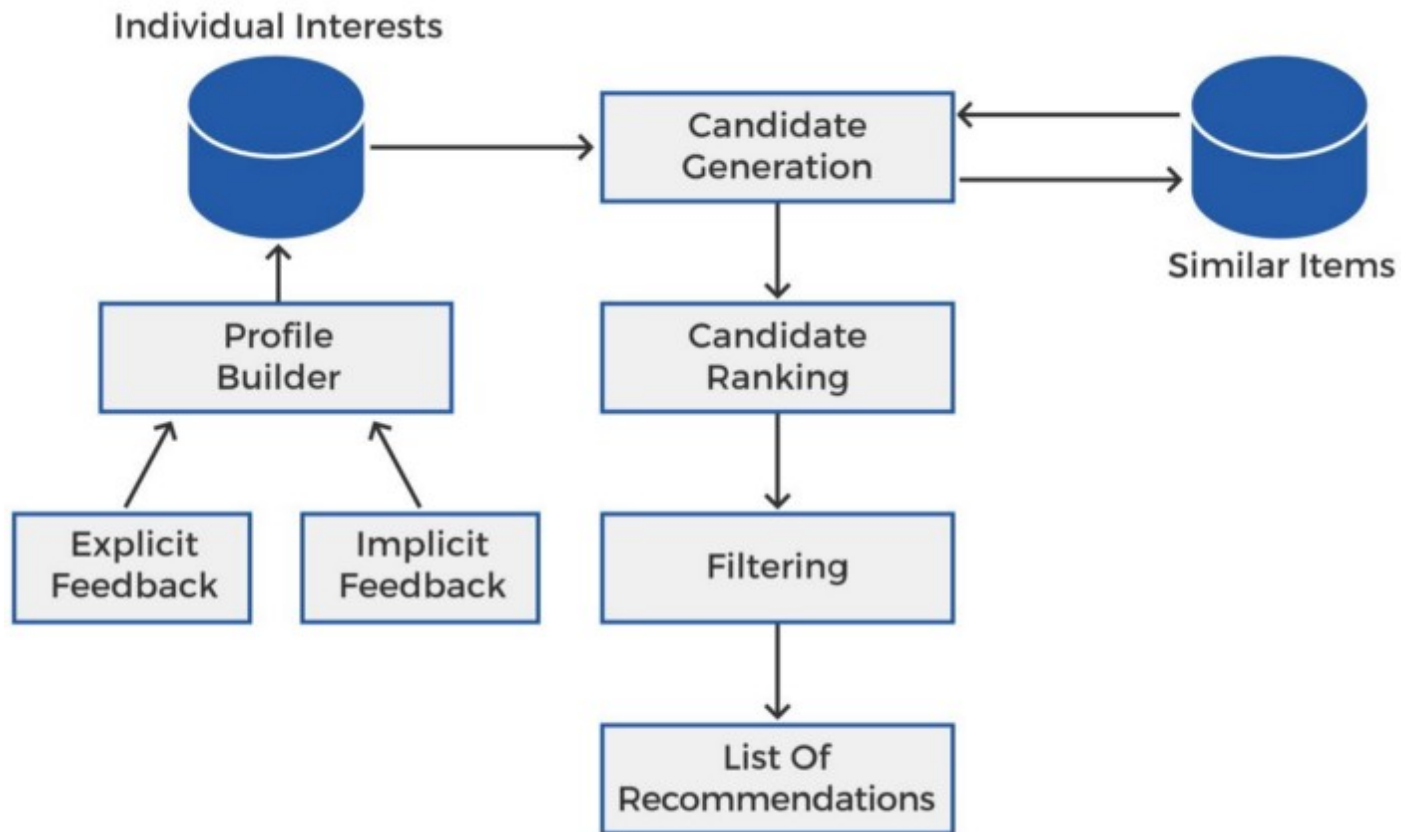# Evil Corp's AI-assisted support system

Minus Hexonalds discovered the problem of low-quality search results for the internal support system. Minus proposed, designed and led the implementation of the new AI-assisted support system. Minus managed a team of 3 engineer in this effort.

High-level design of the system:

> Borrowed from
https://medium.com/double-pointer/system-design-interview-recommendation-system-design-as-used-by-youtube-netflix-etc-c457aaec3ab

System workflow:

1. User enters a search query
2. System collects implicit feedback by tracking which links the user clicks and how much he scrolls for the right result
3. System collects explicit feedback by prompting the user to rate the search results on a scale from 1 to 5.
4. System builds the user's profile over time
5. When the user enters a subsequent search query, the system generates a list of candidates and sorts them based on the user profile. Gop to step 2

Minus implemented himself explicit feedback collection, implicit feedback collection, and profile builder modules. He collaborated on the design and supervised the development of other modules. Minus presented the final system to the business and he is currently in charge of monitoring the system's health. The new AI-assisted support system decreased the number of support queries by 25%.

Contact Evil Corp's senior manager Alice Morgan to confirm: alice.morgan@evil.corp.