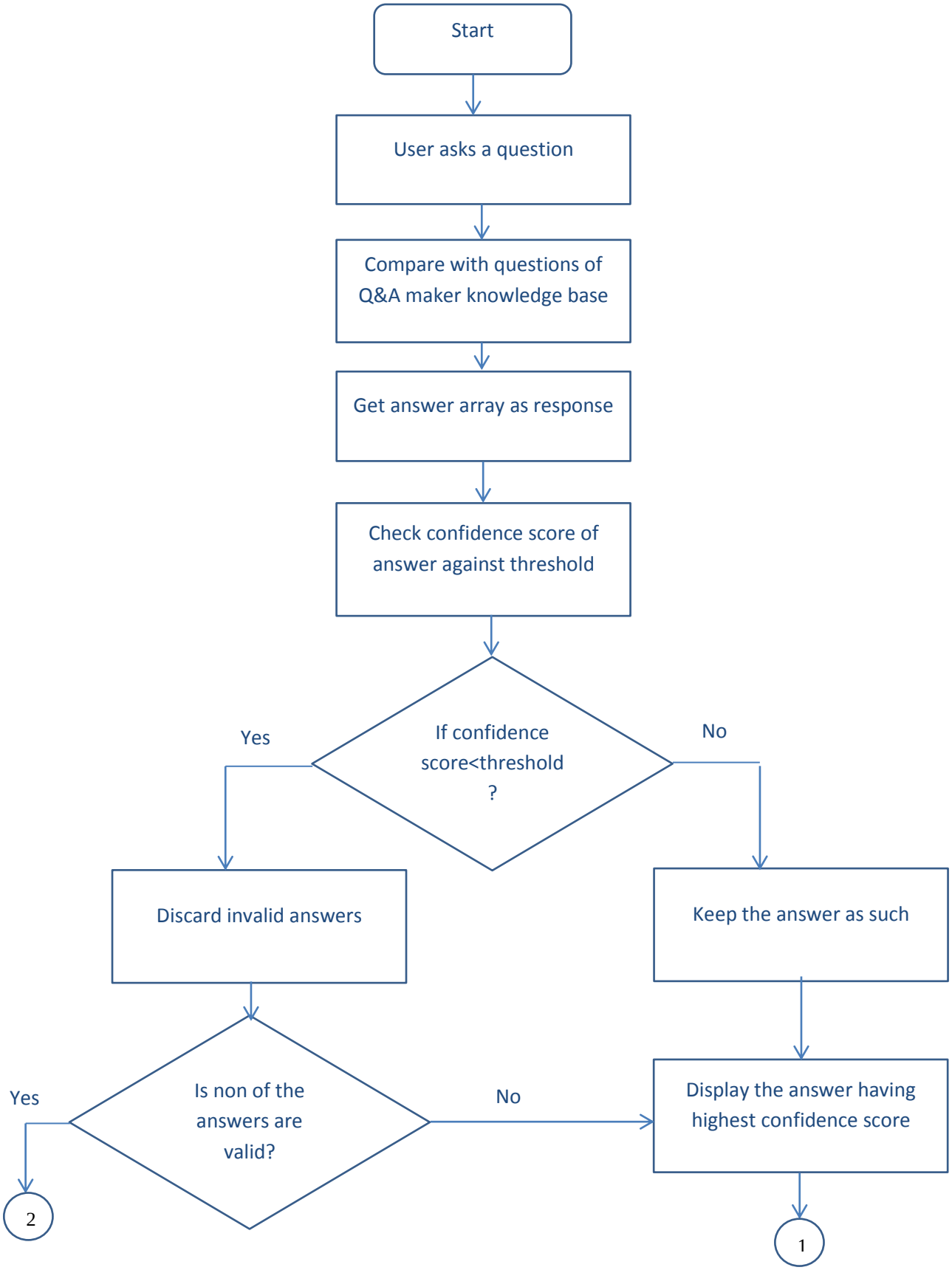
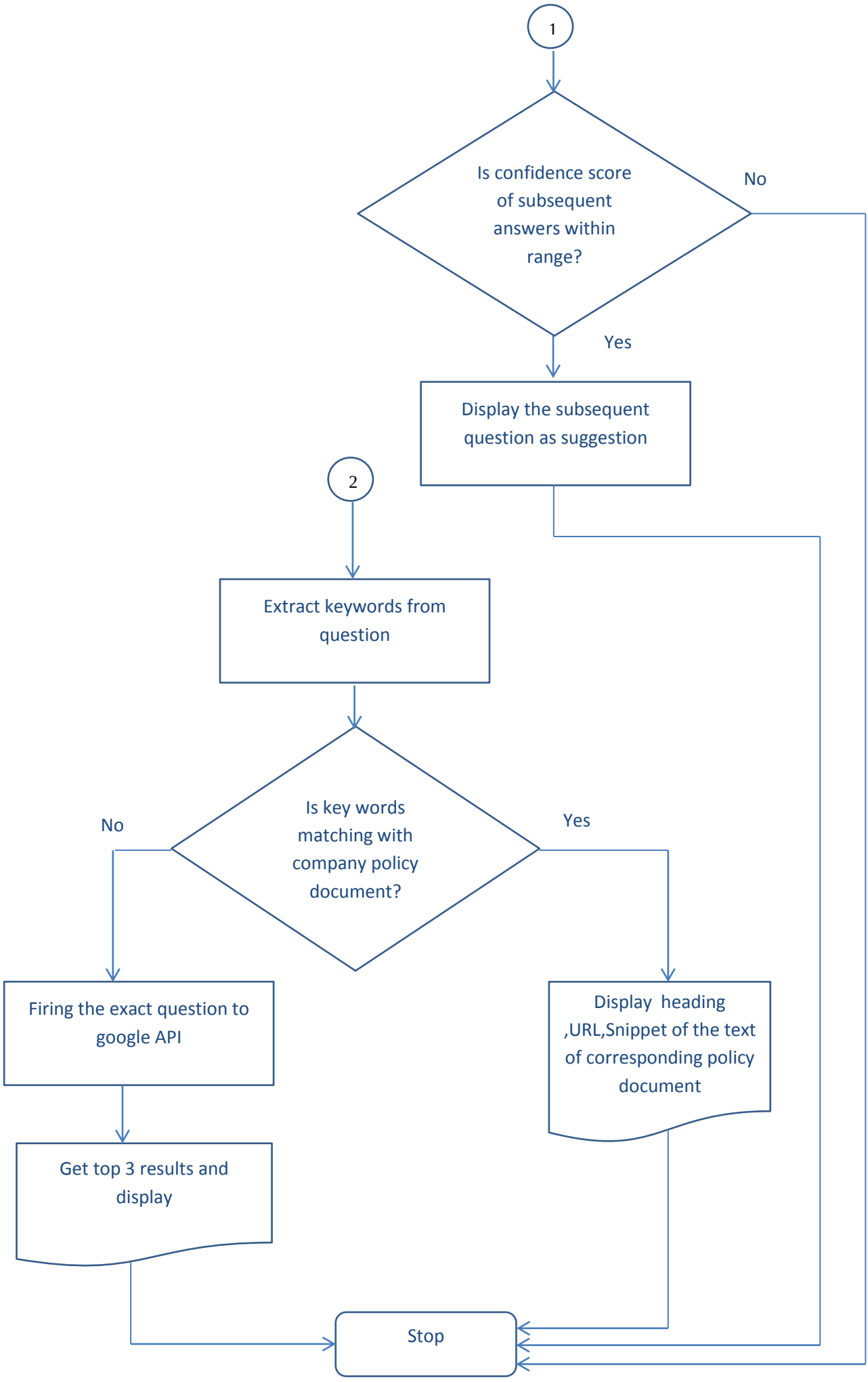
Flow Chart

General Info / HR Q&A




1
Is confidence score of subsequent answers within range?
No
Yes
Display the subsequent question as suggestion
2
Extract keywords from question
Is key words matching with company policy document?
No
Yes
Firing the exact question to google API
Display heading ,URL,Snippet of the text of corresponding policy document
Get top 3 results and display
Stop

Algorithm

Step 1: Start

Step 2: User asks a question

Step 3: Check the question with the questions of Q&A maker knowledge base

Step 4: Get the answer array as response

Step 5: Check confidence score of answer against threshold

Step 6: Check whether confidence score < threshold

If yes go to step 7

Else go to step 9

Step 7: Discard invalid answers

Step 8: Check whether all answers are invalid

If all are invalid go to step 13

Else go to step 10

Step 9: Keep the answer as such

Step 10: Display the answer having highest confidence score

Step 11: Check whether confidence score of consecutive answers are within range

If yes go to step 12

Else go to step 18

Step 12: Display the subsequent question as suggestion

Go to step 18

Step 13: Extract keywords from question

Step 14: Check with company policy document

If match found go to step 15

Else go to step 16

Step 15: Display heading,URL,snippet of the text of the corresponding policy document

Go to step 18

Step 16: Firing the actual question to google API

Go to step 17

Step 18: Stop