

Forward Deployed Engineer

Overview

Retail customers frequently contact support to ask about their orders: whether payment went through, when the order will ship, where the package currently is, and when delivery can be expected. Customer service agents must manually check order details, interpret statuses, and retrieve tracking activity.

Your task is to build a **multi-turn conversational agent** that allows customers to ask questions about their orders in natural language

The system stores structured order information in a database in the following format:

Field	Description
order	A list of order items. Each item has: name (string), price (number), quantity (integer). An order also contains an order_status and tracking_events
order_status	One of: <i>Order Placed</i> , <i>Shipped</i> , <i>Delivered</i> .
tracking_events	A list of tracking events. Each event includes: timestamp (ISO-8601 string), event_text (string).

Requirements

- Agent must:
 - Interpret user intent from natural language.
 - Ask clarifying questions when order ID or other info is missing.
 - Identify which order the user is referencing.
- Support interactions such as:
 - “Where is my package?” → ask for order ID.
 - “Has my payment gone through?” → check status.
 - “When will this arrive?” → read tracking data

Deliverables

- Demo of the system and executable codebase
- High level overview of the solution

Dataset

Synthetic data generation