

JasaraBOT - System Architecture

One Chatbot, Many Sites

- All sites use one webhook.
 - Each request includes a `site_id` so the chatbot knows which site's branding, tone, and knowledge to use.
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2. Main Parts

- **Widget:** Small script on each website → sends messages to the chatbot.
 - **n8n Workflows:** Run the logic (chat, sync, escalate).
 - **LLM:** Generates replies using site config + knowledge (Most likely OpenAI)
 - **Knowledge Base:** FAQs + **Notion** pages pulled in automatically.
 - **Helpdesk + Slack:** For ticketing and human follow-up.
 - **Database:** Stores site configs, sessions, knowledge, and logs.
 - Isn't a big concern at the moment
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3. Chat Flow

1. **User asks a question**
 - Widget → `/chatbot` workflow
2. **Load context**
 - Site config + session history
3. **Retrieve info**
 - Pull FAQs + Notion pages
4. **Check answerability (the gate)**
 - If **strong match** + safe topic → proceed to answer
 - If **weak match** OR sensitive topic → escalate
5. **Branch**

- **Answer path:** LLM generates reply → return to user
- **Escalation path:** create ticket → alert Slack → inform user

6. **Save + log**

→ Store chat + analytics

4. How Notion Sync Works

- Every few minutes, n8n checks Notion for new or updated pages.
 - Pages get chunked into small pieces and saved in the knowledge base.
 - Optional: embeddings for smarter search.
 - Updates are posted in Slack so the team knows what changed.
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5. Key Safeguards

- Per-site CORS + API keys for security.
 - Rate limits so one site can't overload the system.
 - De-dupe tickets (no spam).
 - Logs + dashboards to track usage, cost, and escalations.
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6. What's Shared vs. Site-Specific

- Shared: webhook, retrieval logic, escalation system, analytics.
- Site-Specific: tone, FAQ, Notion pages, branding, Slack channel, helpdesk routing.