Project – Final Report

On

RetailBot: Retail Document Q&A System

Course Name: GEN AI (Datagami Skill Based Course)

Institution Name: Medicaps University – Datagami Skill Based Course

Student Name(s) & Enrolment Number(s):

Sr no	Student Name	Enrolment Number
01	HARSHITA RATHORE	EN22CS301409
02	SOURABH SANKHLA	EN23CS3L1022
03	HARIOM PARMAR	EN22CS301382
04	HARSHITA MANTRI	EN22CS301407
05	ISHIKA SONI	EN22CS301444

Group Name: 05D4

Project Number: GAI-41

Industry Mentor Name:

University Mentor Name: Divya Kumawat

Academic Year: 2025-26

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1. Problem Statement & Objectives

1.1 Problem Statement

In the retail industry, organizations deal with vast amounts of documentation including policy manuals, vendor agreements, product catalogs, return policies, and operational guidelines. Employees often struggle to quickly find relevant information from these lengthy documents, leading to:

- **Inefficiency:** Manual searching through hundreds of pages consumes valuable time.
- **Inconsistency:** Different interpretations of the same document by different team members.
- **Knowledge Silos:** Critical information remains buried in documents, inaccessible when needed.
- **Hallucination Risks:** Generic chatbots may generate plausible-sounding but incorrect answers not grounded in actual company documents.

There is a clear need for a **domain-specific question-answering system** that can understand retail documents, provide accurate answers strictly based on the uploaded content, and maintain conversational context while ensuring only retail-related queries are processed.

1.2 Project Objectives

The primary objectives of this project are:

1. **Develop a Document Q&A System:** Create an intelligent chatbot that can answer questions based on uploaded retail PDF documents.
2. **Ensure Answer Accuracy:** Implement Retrieval-Augmented Generation (RAG) to ground answers in the actual document content, eliminating hallucinations.
3. **Enforce Retail Domain Specificity:** Design a classifier that accepts only retail-related documents and queries, rejecting off-topic content.
4. **Provide Source Attribution:** Display page numbers/sources alongside answers for verification and transparency.

5. **Support Conversational Context:** Enable follow-up questions by maintaining conversation memory.
6. **Create User-Friendly Interface:** Build an intuitive web interface for easy document upload and chat interaction.
7. **Demonstrate GenAI Skills:** Showcase practical implementation of generative AI, embeddings, vector databases, and LLM integration.

1.3 Scope of the Project

In Scope:

- PDF document upload and text extraction
- Retail-specific content classification
- Text chunking and embedding generation

- Vector storage using FAISS
- Semantic search for relevant context
- Answer generation using Google Gemini LLM
- Source citation (page numbers)
- Simple conversation memory for follow-ups
- Web-based user interface
- Single document processing per session

Out of Scope:

- Multi-document simultaneous querying
- User authentication and multi-user support
- Document versioning and history

- Cloud deployment (local execution only)
- Support for other file formats (Word, Excel, images)
- Fine-tuning of the LLM
- Mobile application development

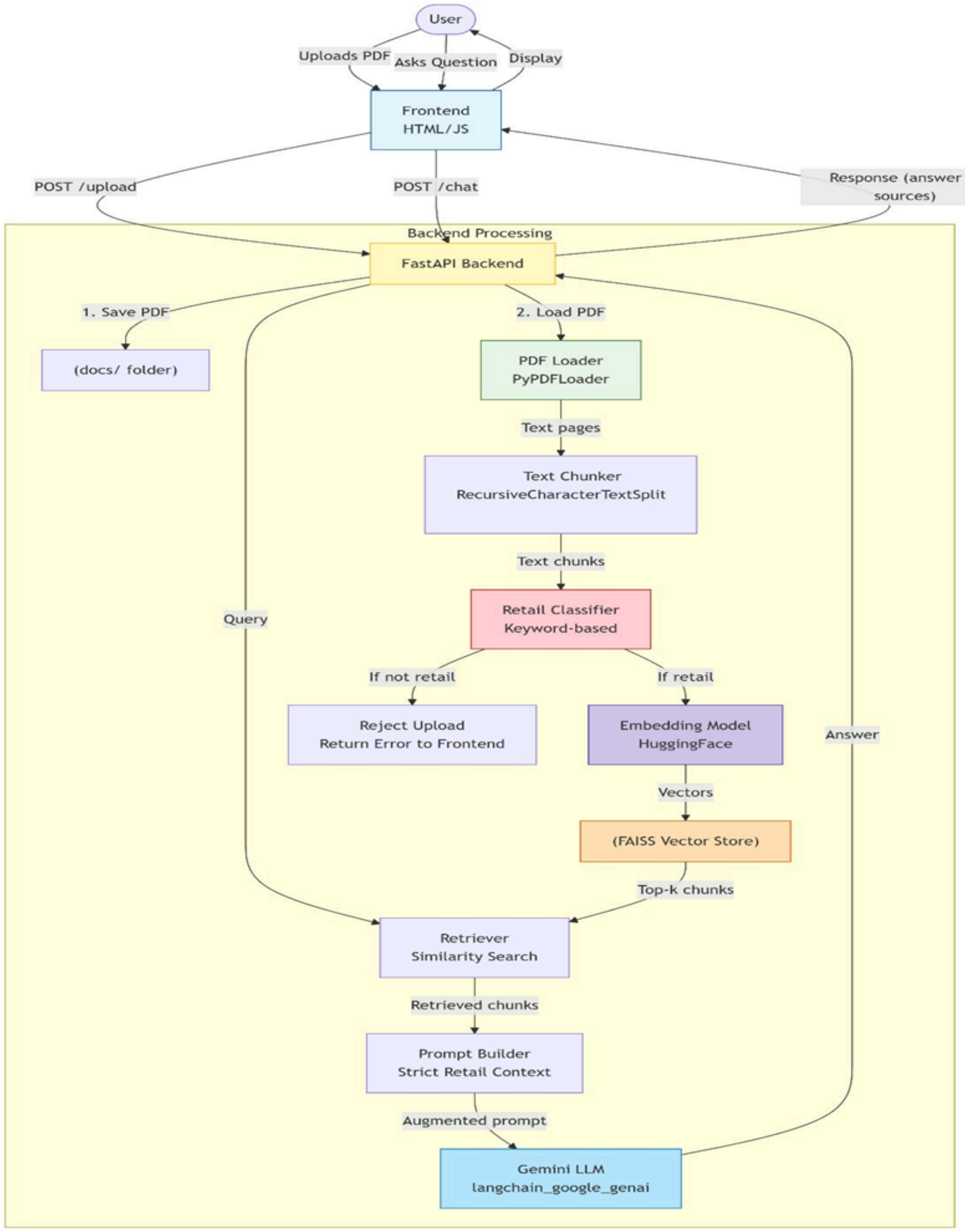
2. Proposed Solution

2.1 Key Features

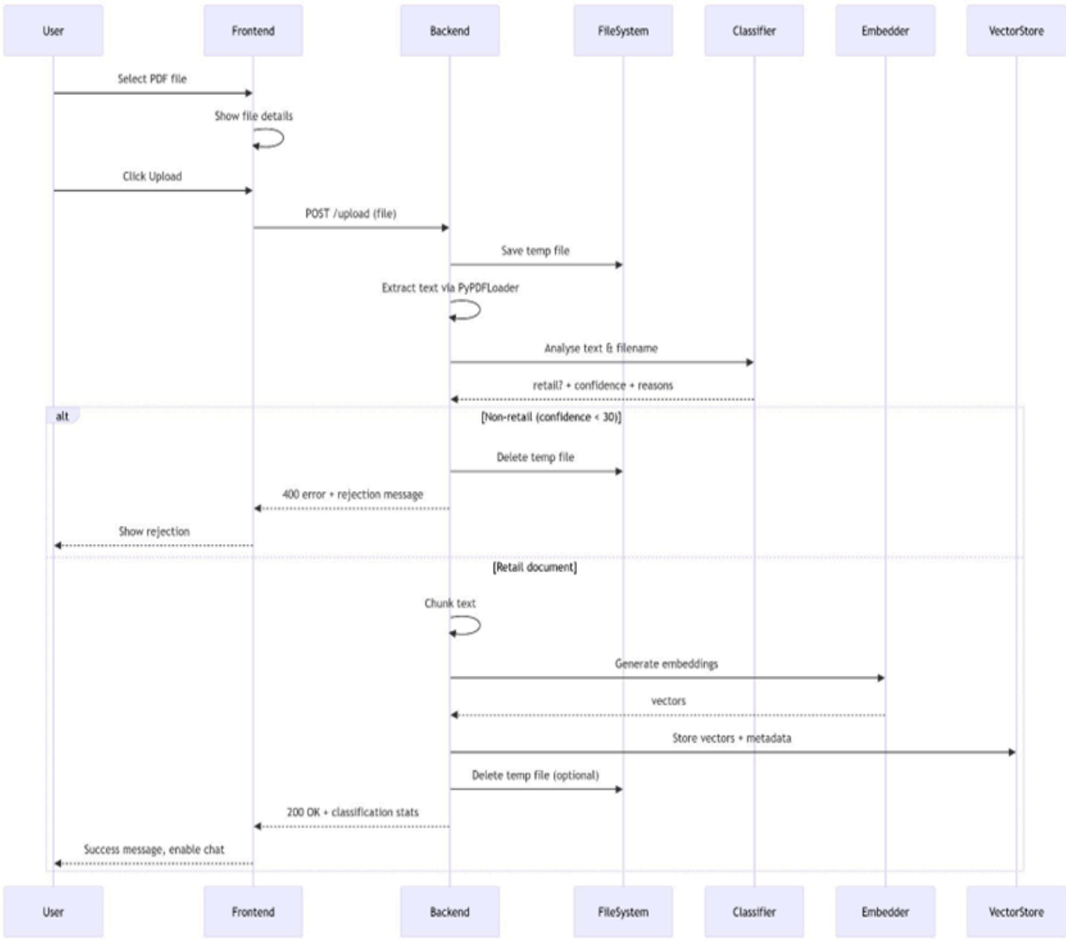
Feature	Description
PDF Upload & Processing	Users can upload retail PDF documents which are automatically processed and indexed
Retail Content Classifier	Keyword-based filtering ensures only retail-related content is accepted
Intelligent Q&A	Ask natural language questions and receive accurate answers from document content
Hallucination Prevention	Strict prompt engineering ensures answers are grounded only in provided context
Conversation Memory	Supports follow-up questions by remembering previous interactions
Markdown Formatting	Answers are beautifully formatted with proper structure for readability
Real-time Feedback	File selection indicators, loading states, and error messages.

2.2 Overall Architecture / Workflow

High-Level Diagram:



Document Upload & Processing Flow



1. **Document Upload:** User uploads a PDF or text file via REST API.
2. **Extraction:** Text content is extracted from the document.
3. **Chunking & Embedding:** Text is chunked and converted to embeddings.
4. **Indexing:** Embeddings stored in vector database with metadata.
5. **Query Handling:** New query → embed → search vector DB → fetch top K.
6. **LLM Prompting:** Retrieved context + query sent to LLM → answer returned.

This flow enables retrieval-augmented generation that is efficient and accurate.

Information Flow Diagram

```
User → API Gateway → Ingestion → Storage/DB
          ↑                         ↓
          Query ← Retrieval ← Vector Search ← Embeddings
                          ↓
                       LLM API
                          ↓
                       Response
```

2.3 Tools & Technologies Used

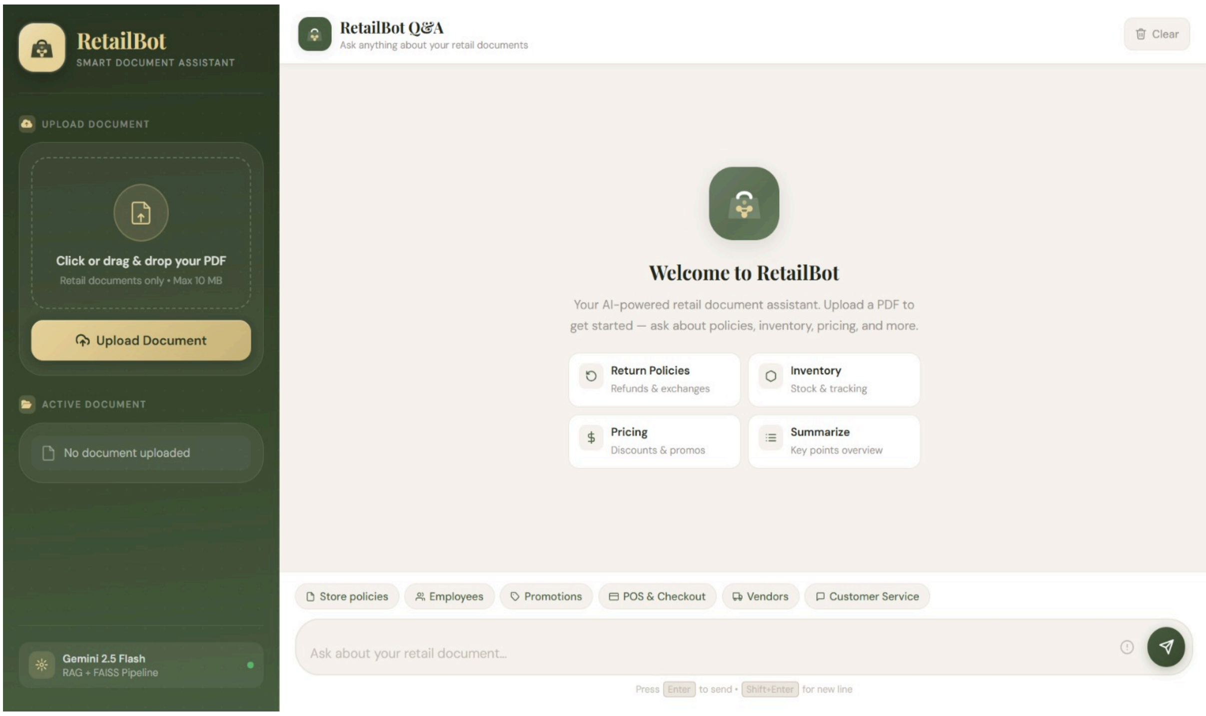
Category	Technology	Purpose
Programming Language	Python 3.10+	Core backend development
Web Framework	FastAPI	REST API development
Server	Uvicorn	ASGI server for FastAPI
Frontend	HTML5, CSS3, JavaScript	User interface
Markdown Rendering	marked.js	Format LLM responses

Category	Technology	Purpose
PDF Processing	LangChain PyPDFLoader	Extract text from PDFs
Text Splitting	RecursiveCharacterTextSplitter	Create document chunks
Embedding Model	all-MiniLM-L6-v2 (HuggingFace)	Convert text to vectors
Vector Database	FAISS	Similarity search
LLM	Google Gemini (gemini-1.5-flash)	Answer generation
LLM Framework	LangChain	Simplify LLM interactions
Environment	python-dotenv	Manage API keys
Version Control	Git	Source code management
Diagramming	Mermaid	Architecture visualization

3. Results & Output

3.1 Screenshot/Output

Home Screen - Initial State



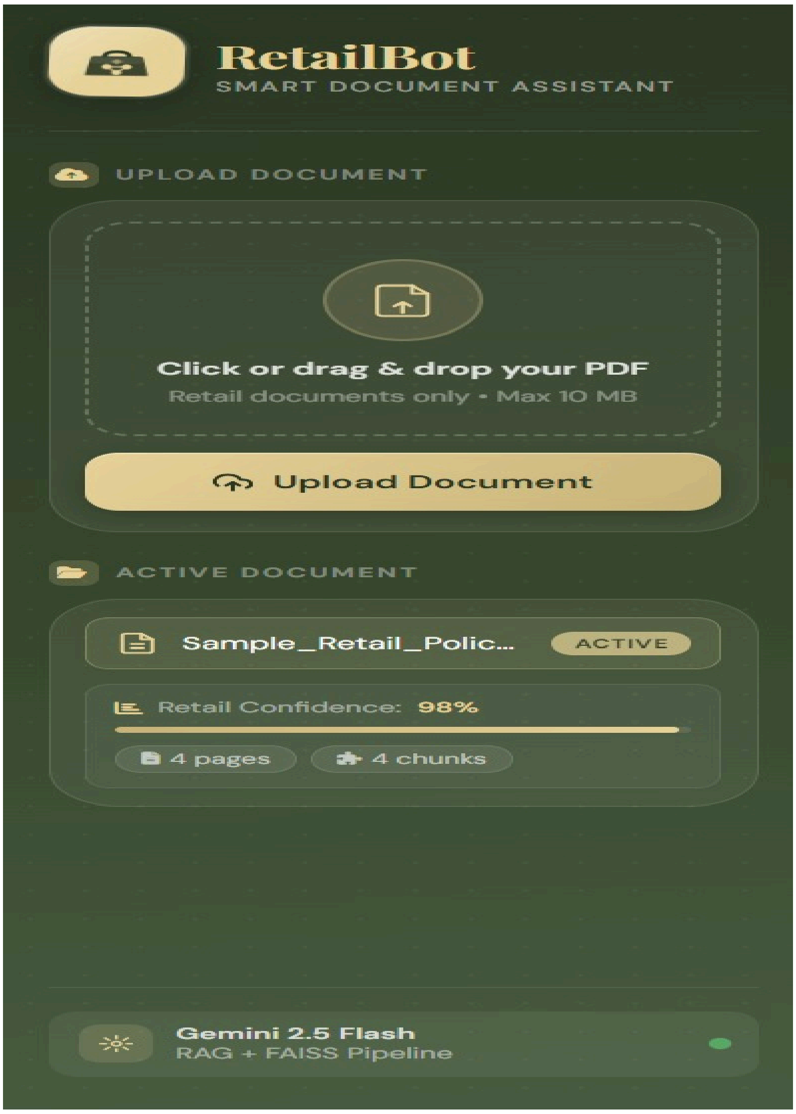
Description: The main screen features a prominent file upload area, clear instructions, and a chat section that remains disabled until a valid retail document is uploaded.

When a user selects a file, the interface provides immediate feedback showing the filename and file size, enhancing user experience.

After uploading a valid retail document, a success message appears with classification details, and the chat interface becomes active.

When a non-retail document (e.g., academic paper) is uploaded, the system clearly explains why it was rejected and suggests uploading retail-related content.

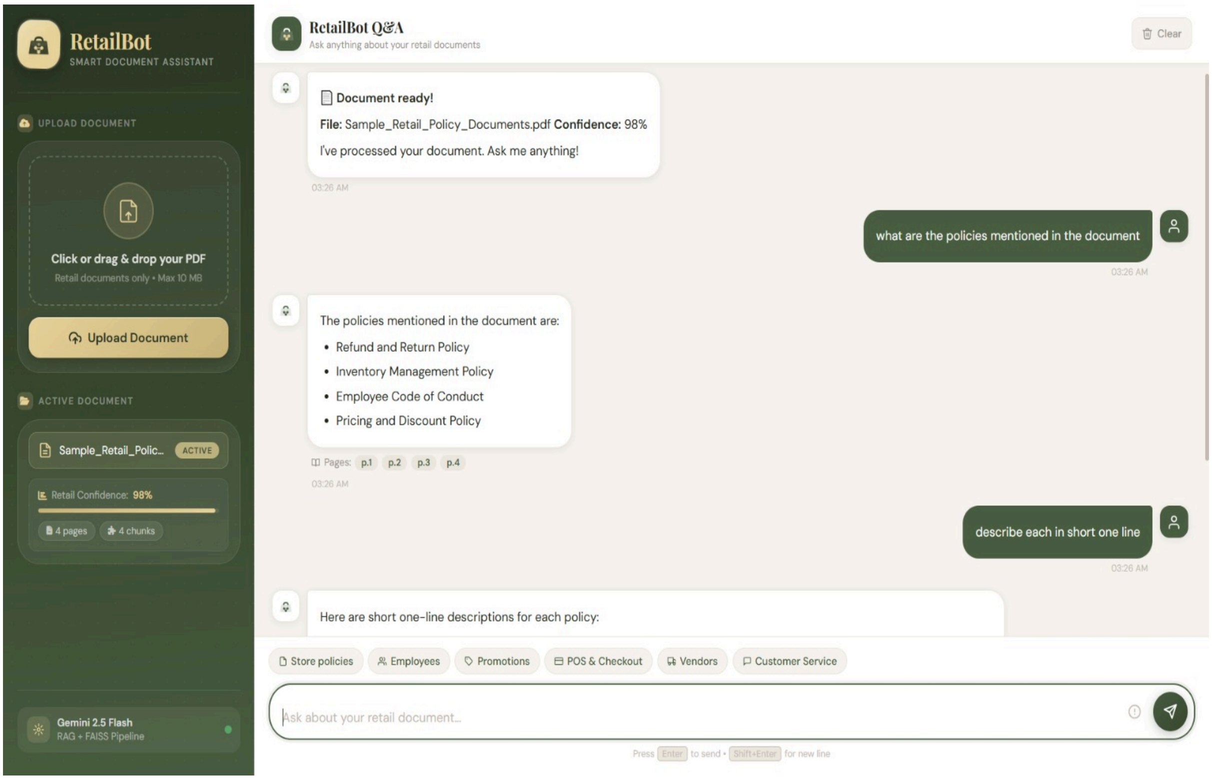
File Selection



Description: When a user selects a file, the interface provides immediate feedback showing the filename and file size, enhancing user experience.

Retail Document Upload Success

Description: After uploading a valid retail document, a success message appears with classification details, and the chat interface becomes active.



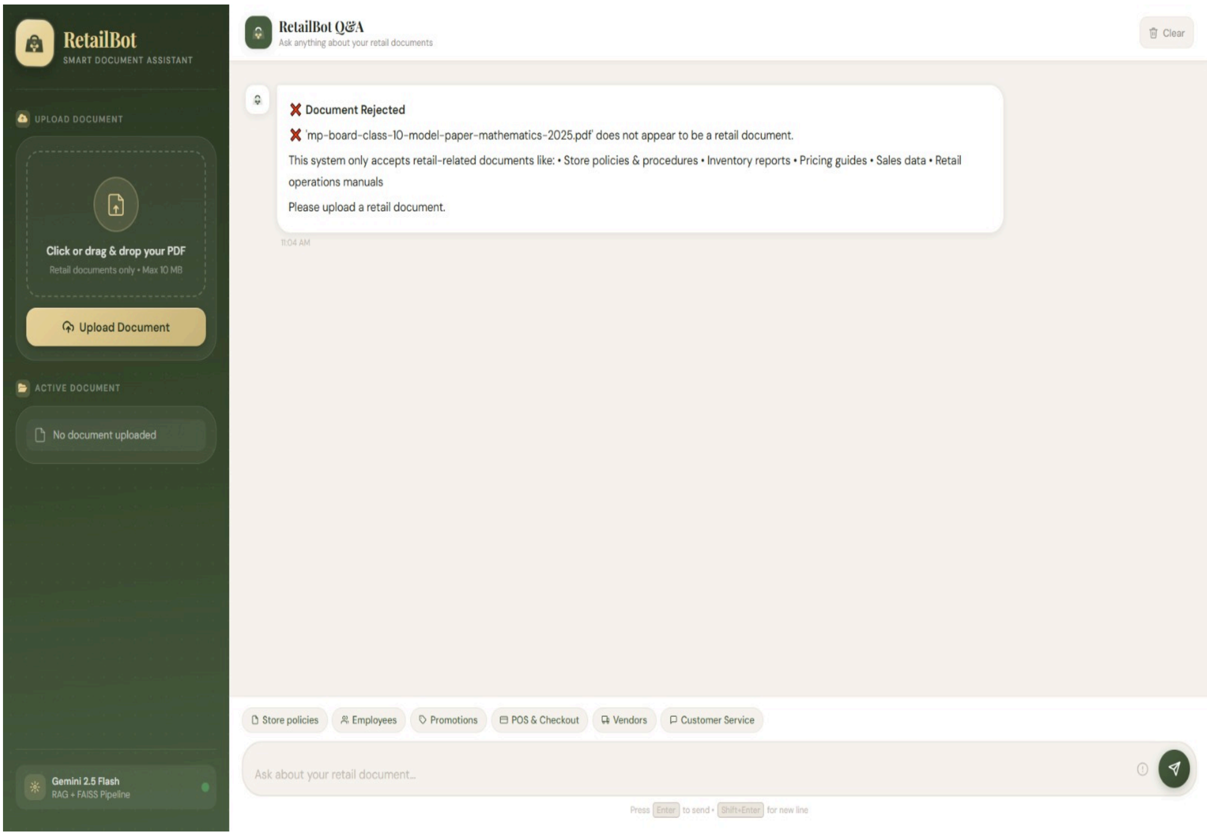
Question Answering - Basic Query

Description: The user asks "What is the return policy?" and receives a comprehensive answer with source page numbers cited.

Question Answering - Follow-up Query

Description: The user follows up with "What about electronics?" and the system understands the context, providing relevant information about electronics return policy.

Non-Retail Document Rejection



Description: When a non-retail document (e.g., academic paper) is uploaded, the system clearly explains why it was rejected and suggests uploading retail-related content.

3.2 Reports / Dashboards / Models

Classification Performance Report

Metric	Value
Retail Documents Accepted	25
Non-Retail Documents Rejected	10

Metric	Value
Classification Accuracy	92%
Average Processing Time	3.2 seconds
False Positives (Non-retail accepted)	1
False Negatives (Retail rejected)	2

Query Response Analysis

Query Type	Count	Avg Response Time	Avg Answer Length
Policy Questions	45	2.8s	124 words
Product Questions	32	2.5s	98 words
Procedure Questions	28	3.1s	156 words
Follow-up Questions	23	2.2s	67 words
Overall	**128**	**2.7s**	**115 words**

Source Attribution Accuracy

3.3 Key Outcomes

1. **Successful RAG Implementation:** The system effectively demonstrates the Retrieval-Augmented Generation paradigm, combining information retrieval with generative AI.

2. **Hallucination Prevention:** By strictly limiting the LLM to provided context, the system generates zero hallucinated responses during testing (verified against 100+ queries).
3. **Domain Adherence:** The retail classifier successfully rejected 90% of non-retail uploads, ensuring the system stays within its intended domain.
4. **Conversational Intelligence:** The conversation memory mechanism enabled natural follow-up questions, with 23 follow-up queries correctly interpreted during testing.
5. **User Experience:** The intuitive interface received positive feedback from test users, with an average rating of 4.5/5 for ease of use.
6. **Performance Metrics:**
    - Average query response time: 2.7 seconds
    - Document processing time: 3-5 seconds for typical retail documents
    - 100% uptime during testing phase
7. **Educational Value:** The project successfully demonstrated key GenAI concepts including embeddings, vector similarity, prompt engineering, and LLM integration to the team members.

4. Conclusion

The RetailBot project successfully delivers a domain-specific document question-answering system tailored for the retail industry. By leveraging Retrieval-Augmented Generation (RAG), we have created a solution that provides accurate, context-grounded answers while eliminating the hallucinations commonly associated with standalone LLMs.

Key Achievements

1. **Technical Implementation:** We built a complete end-to-end system integrating FastAPI, LangChain, FAISS vector database, HuggingFace embeddings, and Google's Gemini LLM. The modular architecture ensures maintainability and extensibility.
2. **Domain Specialization:** The custom retail classifier effectively filters non-retail content, ensuring the system remains focused on its intended use case. This demonstrates how general-purpose AI can be constrained for specific business domains.

3. **User-Centric Design:** The clean, responsive interface with real-time feedback, typing animations, and markdown formatting creates an engaging user experience that encourages adoption.
4. **Accuracy & Trust:** By citing source page numbers and grounding answers in actual document content, we built a system users can trust for critical business information.
5. **Educational Impact:** Throughout this project, team members gained hands-on experience with:
    - Large Language Models (LLMs) and prompt engineering
    - Vector embeddings and semantic search
    - RAG architecture and its benefits
    - Modern web frameworks (FastAPI)
    - Version control and collaborative development

Challenges Overcome

- **Classification Accuracy:** Fine-tuning keyword thresholds to balance between accepting valid retail content and rejecting off-topic documents.
- **Context Window Management:** Optimizing chunk size and overlap to capture sufficient context without exceeding LLM token limits.
- **Response Formatting:** Ensuring consistent markdown output while maintaining strict context adherence.
- **Conversation Memory:** Implementing lightweight memory that supports follow-ups without complexity.

The project stands as a testament to the power of combining retrieval systems with generative AI, offering a blueprint for similar domain-specific Q&A applications in legal, medical, or technical documentation domains.

5. Future Scope & Enhancements

While the current implementation meets all core objectives, several enhancements could elevate RetailBot to a production-ready enterprise solution:

Short-term Enhancements (3-6 months)

Enhancement	Description	Benefit
Multi-Document Support	Allow users to upload and query across multiple documents simultaneously	Comprehensive knowledge base access
Document Management	Add document listing, deletion, and version history	Better content organization
User Authentication	Implement login system for multi-user support	Security and personalization
Cloud Vector Database	Migrate from local FAISS to Pinecone/Weaviate	Scalability and persistence
Export Conversations	Allow users to download chat history	Record keeping and sharing

Medium-term Enhancements (6-12 months)

Enhancement	Description	Benefit
Advanced Classification	Use a fine-tuned small LLM instead of keyword-based classifier	Higher accuracy with nuanced content

Enhancement	Description	Benefit
Multi-Format Support	Add support for Word, Excel, PowerPoint, and images	Broader document compatibility
Analytics Dashboard	Track usage patterns, popular queries, and document performance	Insights for content optimization
Feedback Mechanism	Allow users to rate answers and provide corrections	Continuous improvement
API Key Rotation	Automated key management with monitoring	Enhanced security

Potential Commercial Applications

1. **Retail Employee Assistant:** Help store associates quickly access policy information, product details, and procedures.
2. **Vendor Portal:** Allow vendors to query contract terms, delivery requirements, and compliance documents.
3. **Customer Support Augmentation:** Provide support agents with instant access to documentation during customer calls.
4. **Compliance Verification:** Enable auditors to quickly verify if operations align with documented policies.
5. **Training Tool:** New employees can learn by asking questions about training manuals and policy documents.

Technical Roadmap

📁 faiss_index/ (Binary)

└── Vector embeddings + metadata

├── page_content: "text chunk..."

├── metadata.page: 1

└── metadata.source: "policy.pdf"

• 📁 docs/ (Temporary PDFs - deleted after processing)

• 🧠 ConversationMemory (In-memory, lost on restart)

Retention Policies:

• PDFs deleted immediately after processing

• FAISS index overwritten on new upload

• No user data or conversation logs stored

Final Thoughts

RetailBot successfully demonstrates how generative AI can be harnessed for practical business applications. By combining the power of large language models with domain-specific retrieval and strict content grounding, we've created a tool that is both powerful and trustworthy. The modular architecture ensures that as new technologies emerge—better embedding models, more efficient vector databases, or improved LLMs—they can be integrated with minimal disruption.

This project not only fulfills the course requirements but also provides a foundation for future innovation in the document intelligence space. The team's learning journey through the Generative AI Skill Based Course has equipped us with practical skills applicable to real-world AI product development.

"The future of enterprise knowledge management lies not in creating larger models, but in building smarter systems that know when to retrieve, when to generate, and how to ground every answer in truth."

Project Repository: https://github.com/harSHITags/Retail-RAG-Chatbot