NLP Data Scientist @ Shell
Take-home task

Brief

Stakeholders looking after Shell's network of retail stations in the UK would like to improve the customer experience on their website. In particular, rather than customers having to navigate through FAQ pages, they would like them to be able to type in a question and get a relevant answer.

E.g. *Chris has just recently bought an EV and wants to use Shell's Recharge Network to charge their car during a road trip in Scotland.*

Customer query: I want to download the Shell Recharge app, where can I find it?

System's answer: From Google Play and App store

The stakeholders have approached the NLP team to build a Proof of Concept. They want to be able to type in a question and test if the model is able to get a relevant answer. They have provided a folder with all the FAQs scraped from their website in *html* format.

Comments:
- Implement assignment using:
  - **Language:** Python
  - **Framework:** You can use whatever NLP/ML libraries you'd like
  - **Deliverable:** A PoC that runs in a terminal. Please include any experiments/baselines you would develop as part of the PoC
- Optional: Create a very simple UI where users (customers) can:
  - Type in a query
  - Get a relevant answer
  - Recommendation: Build a [Streamlit] app that can be launched locally
- We're looking for code that is clean, readable, performant, and maintainable
- Time guidance: 2-4 hours