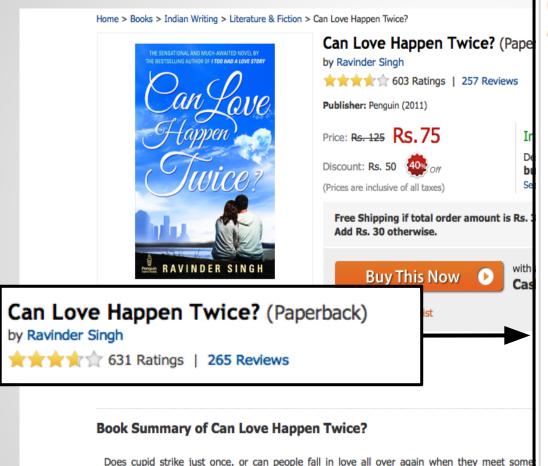
# Recommendation Play @Flipkart



Recommendation Systems aim to predict the user's intent and help connect them to products they need or may be interested in, in an automated fashion



# Item-Item Recommendations



This is the central theme that's explored in Can Love Happen Twice, Ravinder Singh's second

Can Love Happen Twice takes the story forward from where the author's previous novel, I

left its protagonists. The book traces Ravin's life after his success as a novelist, and he's in

#### Customers Who Bought This Book Also Bought



#### I Too Had A Love Story by Ravinder Singh Price: Rs.100 Rs.75





#### You Were My Crush! Till You Said You Love Me!

by Durjoy Datta Price: Rs.100 Rs.80





#### Few Things Left Unsaid

by Sudeep Nagarkar Price: Rs.100 Rs.75





#### If It's Not Forever, It's Not Love.

by Durjoy Datta

Price: Rs.100 Rs.80





#### Life Is What You Make It

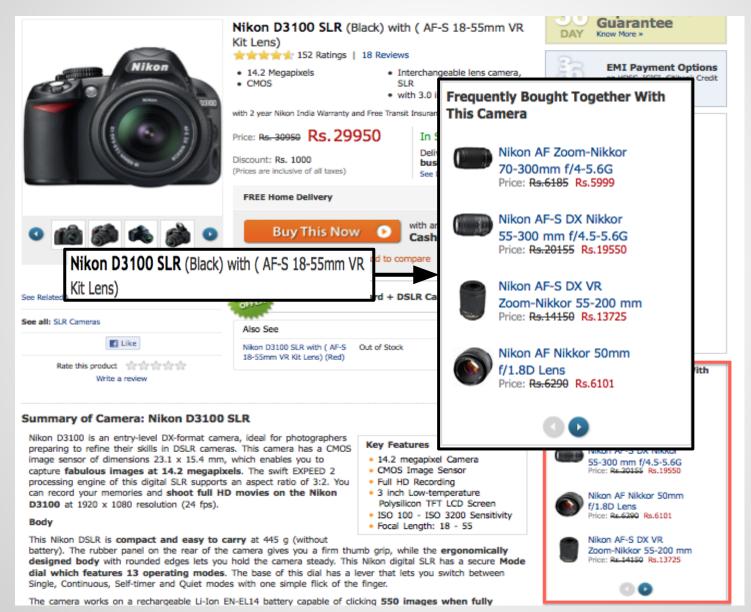
by Preeti Shenoy

Price: Rs.100 Rs.80





# Frequently Bought Together





# Why Recommendation Important?

Product discovery is an important step in users interaction with an ecommerce website and recommendation systems play a very useful part in the discovery

This becomes ever so important with increasing size of the catalog, making it harder for every user to express their intent through well formed queries

# **Recommendation Types**

Help Find: other similar products
 smartphones when on samsung galaxy sIII, other budget phones when at nokia 101

Help Decide

People who viewed this ended up buying

 Complete the purchase experience memory card for mobiles, cases for camera

Excite or wow

New Chetan Bhagat Novel, Printer ink after 6 months



# Recommendation System

Data + Algorithms

# **Data for Recommendations**

Users interactions on the website

- Anything which reflects his/her interest on the items (browse, order, compare, review, etc)
- Any data that is applicable to all users of the website

# **Algorithms for Recommendations**

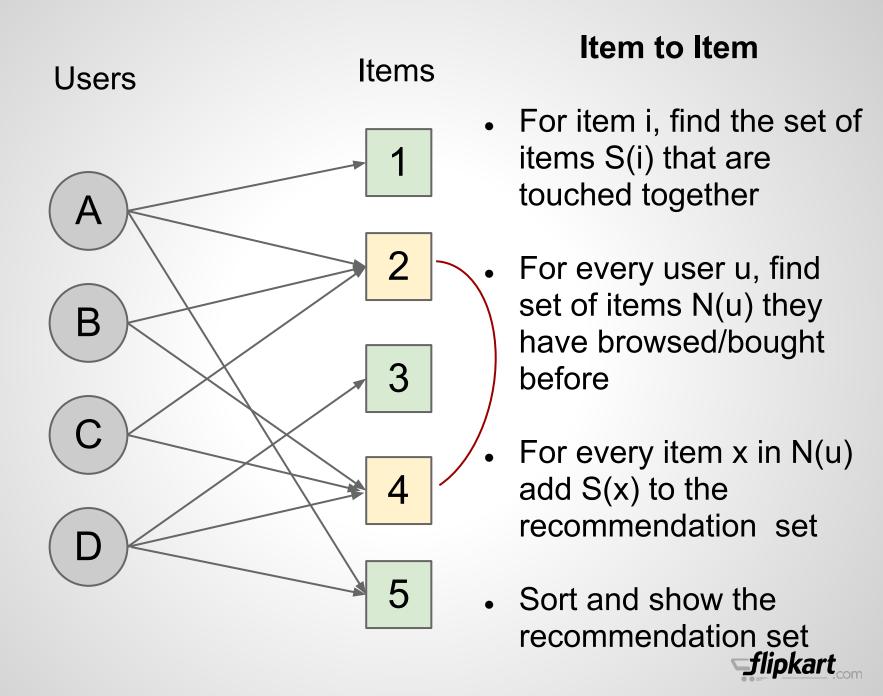
- Collaborative Filtering
  - Item to Item
  - User to User
- Content Based Filtering
  - Meta data music genres, brands, authors
  - Titles books on java, accessories for nikon D90

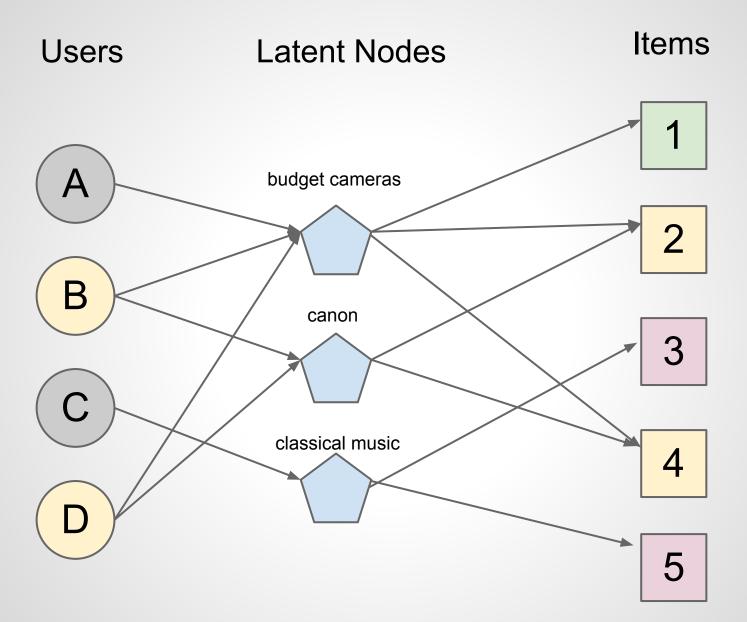
# **Items** Users

#### **User to User**

- For user u, find the set of users S(u) that have similar preference as u
- Recommend popular items among users in S (u) to user u.









# Deeper Dive Item Item Collaborative Filtering

# **Collaborative Filtering**

 Filtering for patterns using collaboration among multiple entities: agents, viewpoints, data sources, etc

Automates the process of "word of mouth"



# **Data Modeling**

- Bought History.
  - Items bought together in the same transaction.
  - Items bought by the User.
- Browse History
  - Items browsed together successively with in 5 mins.
- Compare History
- 30 secs music sample etc..



# **Algorithm**

B1 -> P1, P2, P3, P4

B2 -> P2, P3, P4

B3 -> P1, P2, P4

Recommendation

P1 -> P2, P4, P3

P2 -> P4, P1,P3

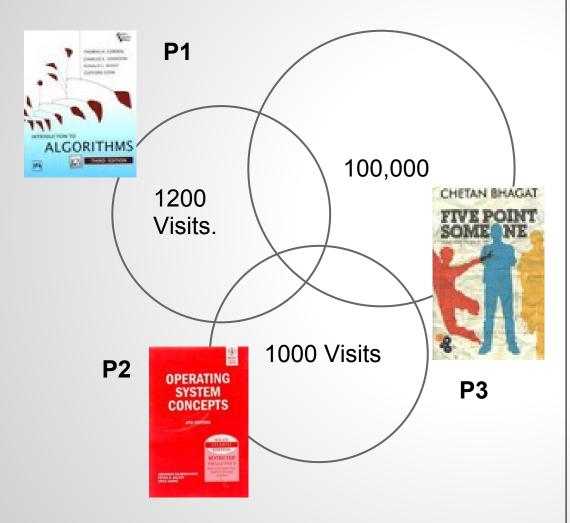
P3 -> P2, P4, P1

P4 -> P2, P1, P2

Item/ Item	P1	P2	P3	P4
P1	-	2	1	2
P2		-	2	3
P3			-	2
P4				-



#### **Recommendation Score**



# Recommendation Score between the Products.

P1, P2 is

Intersection count = 150

P1, P3

Intersection count = 200

After removing the popularity skew,

P1, P2 is

Score = 150 / 1000 = 0.15

P1, P3 is

Score = 200 / 100000 = 0.002



## Formula:

Recommendation Score = (i\*i)/(n1\*n2).

# Where,

i = count of occurrences of items i1, i2 together.

n1 = # of occurrences of the item i1 alone.

n2 = # of occurrences of the item i2 alone.



# **Computations Scale**

- # of Product Page visits = 6 Million/day.
- # of sessions = 30 Million/Week.
- Size of data crunched for full index = 2TB

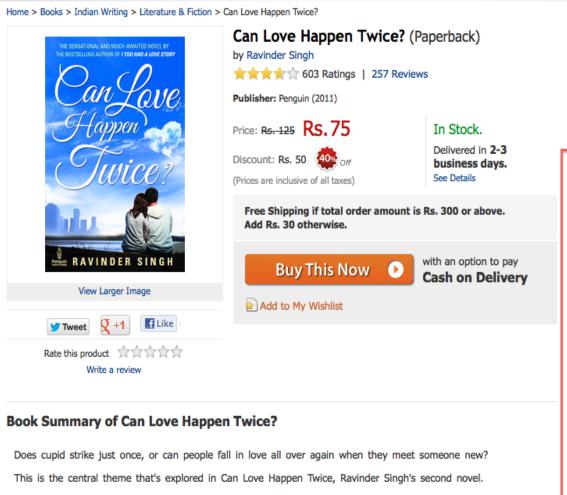


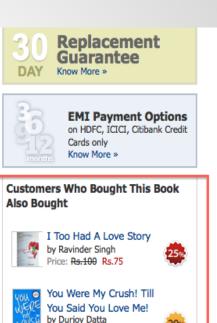
# Scaling with Map Reduce

- Calculate 'i' by forming pairs and counting
- Calculate 'n1' by making P1 as the key
- Calculate 'n2' by making P2 as the key
- Took 2 hours on 6 months of data
- Scales Horizontally
- Previous/Conventional approach
  - Hash the pairs to form huge number of small files, sort and collate
  - Would have taken 20x the time (2 days)
  - Not horizontally scalable



## **Item-Item Recommendations**





Price: Rs.100 Rs.80

Few Things Left Unsaid by Sudeep Nagarkar Price: Rs.100 Rs.75

If It's Not Forever, It's

Price: Rs.100 Rs.80

Life Is What You Make It

by Preeti Shenoy

Price: Rs.100 Rs.80

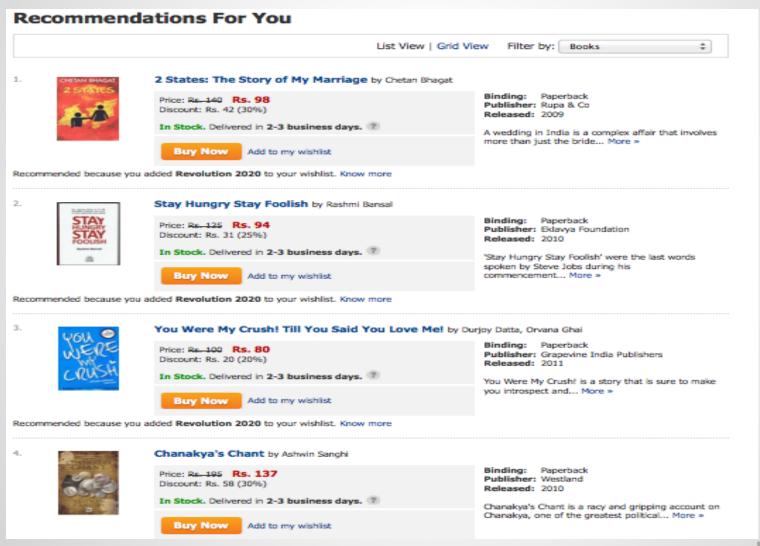
Not Love. by Durjoy Datta

Can Love Happen Twice takes the story forward from where the author's previous novel, I Too Had a Love Story, left its protagonists. The book traces Ravin's life after his success as a novelist, and he's invited, along with his



## Personalization

#### https://www.flipkart.com/recommendations





# Personalization explained

Item-Item Recommendations

- Understand the User's behavior.
  - Bought Items
  - WishList Items
  - Cart Additions
  - Rated Products.

**User => Products** that are defining the behavior/intentions.

**Products => Recommendations** 

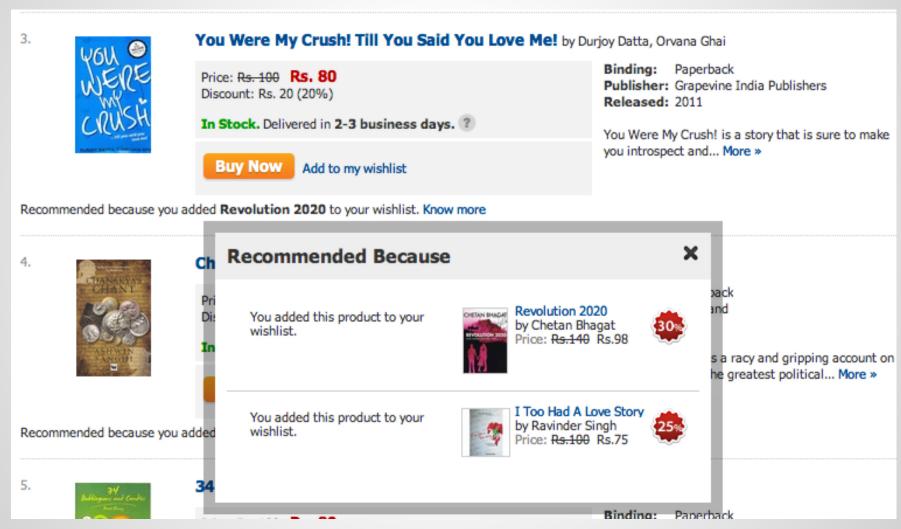
Forming Personalized Recommendations,

**User => Recommendations.** 



## Personalization

#### https://www.flipkart.com/recommendations





# Personalized Recommendation

#### Recommended Products For You

View More Recommendations For You »



The Alchemist: A Fable... by Paulo Coelho Rs. 735 Rs. 603



You Were My Crush! Till You... by Durjoy Datta Rs. 100 Rs. 80



Omron MC-246 Thermometer... Rs. 155 Rs. 130



Control Systems Engineering by I. J. Nagrath Rs. 425 Rs. 319



Introduction to Public Health by Mary Jane Schneider Rs. 795



The Alchemist: A Graphic Novel by Paulo Coelho Rs. 1356 Rs. 1071





#### Recommendations Based On Your Browsing History

#### You Recently Viewed



Now That You're Rich! Let's Fall In by Durjoy Datta Price: Rs.100 Rs.80



You Were My Crush! Till You Said You by Durjoy Datta Price: Rs.100 Rs.80



If It's Not Forever. It's Not Love. by Durjoy Datta Price: Rs.100 Rs.80



Can Love Happen Twice? by Ravinder Singh Price: Rs.125 Rs.88





Ohh Yes, I Am Single! And...

Recommended Products

by Durjoy Datta Rs. 100 Rs. 80



She Broke Up, I Didn't!..... by Durjoy Datta Rs. 100 Rs. 85



Story by Ravinder Singh Rs. 100 Rs. 75



Few Things Left Unsaid by Sudeep Nagarkar Rs. 100 Rs. 75



Of Course I Love You! Till...

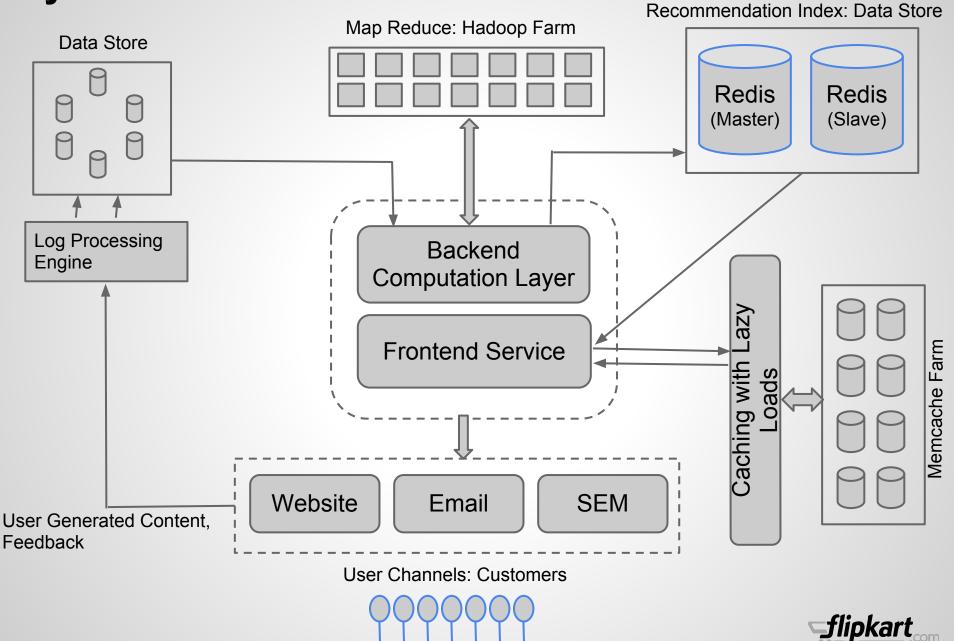
by Durjoy Datta Rs. 100 Rs. 80







# **System Architecture**



# Are we on right track?

- Metrics
  - Click through rates (CTR):
    - Relevance/Quality
    - Visibility
  - Click to Orders (Conversion):
    - Quality
    - Confidence
  - Bounce Rate
  - Number of items in an order
  - Contribution to overall sale
- A/B Testing

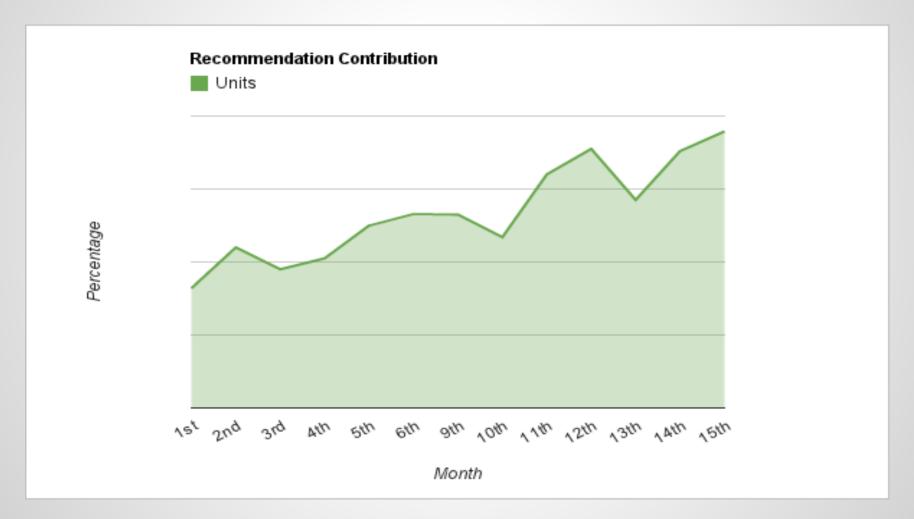


# Click Through Ratio(CTR)





# Recommendation contribution: # of Units Purchased





# Learnings

- Push changes with AB Testing
- Think about Scalability
- Every user events tells something



# Long path ahead

- Incorporate contextual information in CF.
  - Differentiating Transient effect Vs Long term pattern
  - Dealing with cold starts

#### Personalization everywhere

- Understand the Customer, boostrap their profile
- User-Attribute relations that are true across verticals

#### Platformization

- Plug in new data sources, pipe in input signals effortlessly
- Plug in multiple algorithms
- Streamlined tracking and feedback collection



# **Thank You**

Visit Us

http://flipkart.com/recommendations Contact Us



# Data is the Power!!



flipkart

# Map Reduce Paradigm(Step 1)

B1 -> P1, P2, P3, P4,

B2 -> P2, P3, P4, P5,

Generating pairs:

Mapper: Key( Pair of items) => Value(weight)

Reducer: Accumulates the

weights for each Pair.

Key	Valu e
P1 P2	1
P1 P3	1
P1 P4	1
P2 P3	1
P2 P4	1
P3 P4	1

Key	Valu e
P2 P3	1
P2 P4	1
P2 P5	1
P3 P4	1
P3 P5	1
P4 P5	1

	Reducer O/P		
	P1 P2 1		
=>	P1 P3 1		
	P1 P4 1		
	P2 P3 2		
	P2 P4 2		
	P2 P5 1		

Reducer O/P
P3 P4 2
P3 P5 1
P4 P5 1



# Map Reduce Paradigm(Step 2)

Calculating the value 'n1':

Input:

P1 P4 1

P2 P3 1

P4 P5 1

P2 P4 1

Mapper: Key ( i1) => Value( Pairs with weights)

Reducer: Accumulates the i1's to form the

Pairs with weights, n1

Key	Value
P1	P1 P4 1 <b>1</b>
P2	P2 P3 1 <b>1</b>
P4	P4 P5 1 <b>1</b>
P2	P2 P4 1 <b>1</b>

=>

Reducer Output
P1 P4 1 <b>1</b>
P2 P3 1 <b>2</b>
P4 P5 1 <b>1</b>
P2 P4 1 <b>2</b>

# Map Reduce Paradigm(Step 3)

Calculating the value 'n2':

Input:

P1 P4 1

P2 P3 1

P4 P5 1

P2 P4 1

Mapper: Key ( i2) => Value( Pairs with weights)

Reducer: Accumulates the i2's to form the

Pairs with weights, n2

Key	Value
P4	P1 P4 1 1 <b>1</b>
P3	P2 P3 1 1 <b>1</b>
P5	P4 P5 1 1 <b>1</b>
P4	P2 P4 1 1 <b>1</b>

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