

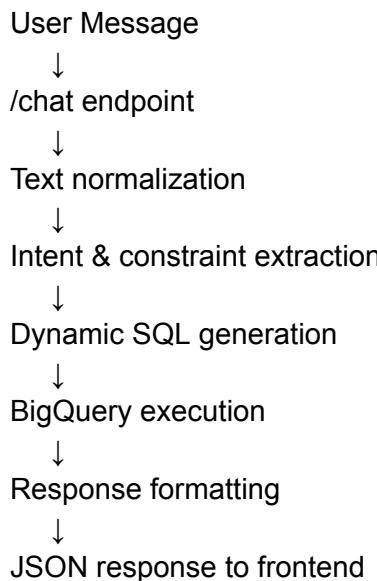
Backend Flow — E-commerce Chatbot

1. Overview

The backend is a **stateless FastAPI service** responsible for interpreting user messages, translating them into structured queries, and returning conversational responses enriched with product data.

The backend does **not** maintain long-term user sessions. All context is inferred from each incoming message, making the service horizontally scalable.

2. Request Lifecycle



3. Endpoint Definition

GET /chat

Query Parameters

- **message** (string): User's natural language input

Response (JSON)

```
{  
  "reply": "Here are jackets under $100 in size M.",  
  "products": [],  
  "quick_replies": []  
}
```

4. Intent Detection Flow

The backend uses lightweight rule-based detection for clarity and explainability.

```
if message contains "compare" or "difference"  
  → comparison intent
```

```
else if message contains "gift"  
  → gift intent
```

```
else  
  → search intent
```

5. Constraint Extraction

Each message is parsed for structured constraints.

Price Parsing

- `under $100` → price ≤ 100
- `over $50` → price ≥ 50
- `$25 jackets` → price ≈ 25 (\pm tolerance)

Gender → Department Mapping

Phrase	Department
girlfriend, wife, mother	Women
boyfriend, father, man	Men

Size Extraction

User Input	Parsed Size
small	S
medium	M
large	L
xl	XL
xxl	XXL

Category Detection

Matches keywords inside product name:

- jacket
- coat
- hoodie
- shirt
- dress
- pants

6. Dynamic SQL Construction

A base query is progressively enriched with constraints.

```
SELECT name, category, brand, retail_price  
FROM products  
WHERE 1=1
```

Constraints are appended conditionally:

- Price

- Department
- Size (via name match)
- Category keyword

This approach avoids complex branching logic and keeps queries composable.

7. BigQuery Execution

- Queries are executed using parameterized SQL
- Prevents SQL injection
- Leverages BigQuery's scalability
- Results are limited for UX responsiveness

8. Result Handling

Case A: Results Found

- Products are returned
- Friendly natural-language reply is generated

Example:

“Here are jackets for women in size M under \$100.”

Case B: No Results Found

- Bot explains why no products matched
- Suggests recovery actions

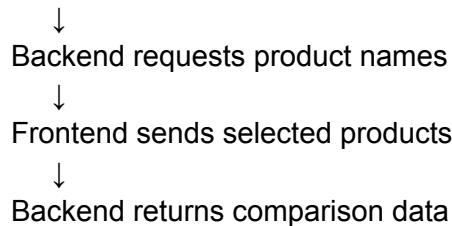
Example:

```
{  
  "reply": "Sorry, I couldn't find any jackets in size S under $4.",
```

```
"quick_replies": [  
    "Increase budget",  
    "Remove size filter",  
    "Show similar items"  
]  
}
```

9. Comparison Flow

User: "What's the difference between these two jackets?"



Comparison is intentionally **explicit** to avoid ambiguity.

10. Error Handling Strategy

- Empty result sets handled gracefully
- Invalid queries default to broad search
- Backend never returns raw errors to UI
- Health check endpoint exposed

11. Scalability Considerations

- Stateless design enables horizontal scaling
- Can be fronted by a load balancer
- Redis can be added for:
 - Context memory
 - Query caching

- LLM can replace rule-based parsing incrementally

12. Why This Design

- Explainable logic (important for demos & interviews)
- Predictable behavior
- Easy to debug
- Easy to extend with ML / LLM later