



Hackathon - Evaluation Report

Hackathon 27.1 - AI/ML (Gen AI)



Participation Details

Participant Name: Raghavendra
Participation Type: TEAM
Team Name: Hustle
Members Name: Lakshmikanth , Abhay , Karthik
Date of Participation: 23, May 2025, 04:00 PM

Chapter I: Performance Overview

This report outlines your performance across the key stages of the hackathon. Your project was evaluated on:

- AI Innovation
- UI/UX
- Functionality

Our aim is to provide thoughtful feedback that helps you build on your strengths and identify areas for growth—whether you're preparing for future hackathons or real-world projects.

Chapter II: Metric Wise Score Summary

| Metric | Score (out of 10) | Highlights(positives) | Opportunities for Growth(negatives) |
|---------------|-------------------|---|---|
| AI Innovation | 8 | The system features a pluggable agent architecture with useful components such as FAQ, troubleshooting, and copilot chains. It also has capabilities for ingesting knowledge base context through OCR and image-to-text, and provides sentiment and root-cause summaries. | The chat memory is limited, allowing only 10 turns and lacking persistence. |
| UI/UX | 5 | The API has Swagger docs for quick exploration. | There is no production UI, only a backend. |
| Functionality | 7 | The system has a true multi-tenant DB schema, vector KB per company, Ticket CRUD functionality, file upload validation, and a human escalation flow. | The system lacks a real-time messaging or notification layer and has a basic permissions model that does not fully separate agent and customer roles. |

Chapter III: Insights & Recommendations

You stood out in areas such as [e.g. AI Innovation or UI/UX], and with focused effort in the areas as per the above feedback, you're well on your way to building impactful tech solutions.

The project has a strong backend with impressive multi-tenancy and AI capabilities, but lacks a good frontend, real-time functionality, and granular role-based access control. Despite this, it provides a great foundation that needs additional polish.

Final Words from Flipr Labs

We're excited to have innovators like you in our ecosystem. Your hackathon journey reflects talent, ambition, and the ability to take ideas from concept to execution. Keep experimenting, keep iterating, and most importantly—keep building.

See you at the next Flipr Labs challenge!