R&Rservice-Overview

Overview

The review system provides a platform for Snapdeal's customers to share feedback and opinions about the products they have bought. It aims to provide potential buyers with unbiased and authentic information so they can make more informed decisions.

Requirements

The following diagram is a schematic representation of the system's requirements:

Observations

Before going into the details of the architecture, make some observations about the system's requirements that have guided our architectural decisions.

Read/Write asymmetry

There is a vast asymmetry between the nature of write and read traffic in terms of work-flow, volume and performance requirements. Writes are less in number and go through a moderation flow before being reflected on the service while reads are high in volume and must be served quickly.

Data characteristics: Incremental and static

Review data incrementally grows with time with new reviews being added constantly and old ones remaining unchanged (edits will be extremely rare). This makes it an ideal candidate for caching and indexing.

Dynamic content of reviews

The content of reviews changes dynamically across products and categories. This mean rich content vary based on product category.

Configurable Properties

The review APIs behavior should be configurable based on external client needs with out any code changes.

Integrating with third party providers

In addition to the earlier point about keeping the structure of reviews dynamic, we have also tried to design it in a way that it can integrate with multiple providers simultaneously. This can let us productize our system in the future.