

An Al Assistant in the life of a Search Engine Administrator

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MIX-CAMP E-COMMERCE SEARCH #MICES2024

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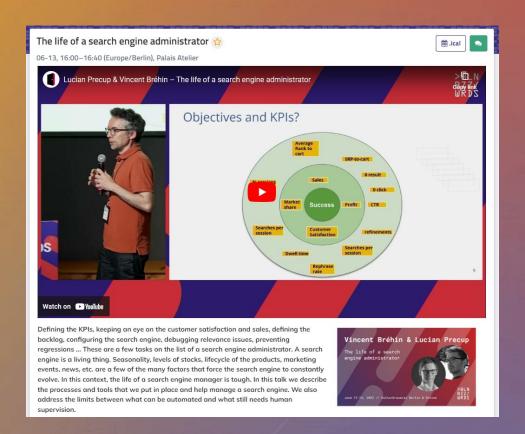
Who are we?

- Q Adelean
 - Q Experts in **search** technologies
- Integrators of Elasticsearch, OpenSearch and Solr
- Q Consulting and Training providers
- Developers of **a2** E-Commerce and Enterprise Search solution
- Oevelopers of all.site your Collaborative Search Engine





Berlin Buzzwords 2022 - The life of a search engine administrator





https://pretalx.com/bbuzz22/talk/ P9ZFJL/



Agenda

A day in the life of a search engine administrator

Improving the life of a search engine administrator

NLU and LLMs to automate actions

Analytics and Machine Learning to bring insights





A day in the life of a search engine administrator



A search engine is a living entity

Seasonality

Levels of stocks

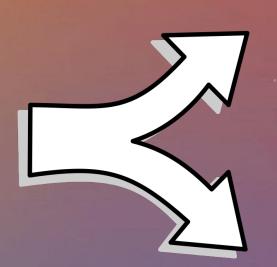
Lifecycle of documents

Marketing events

News

User's expectations and position

...



Evolution

Regression



Different use cases, different stakes

E-commerce

Business relevance (stocks, personalization, marketing, agenda, etc.)

Enterprise Search

- User productivity
- Information access security

Hybrid

- E.g. E-commerce + Reference website

Specialized

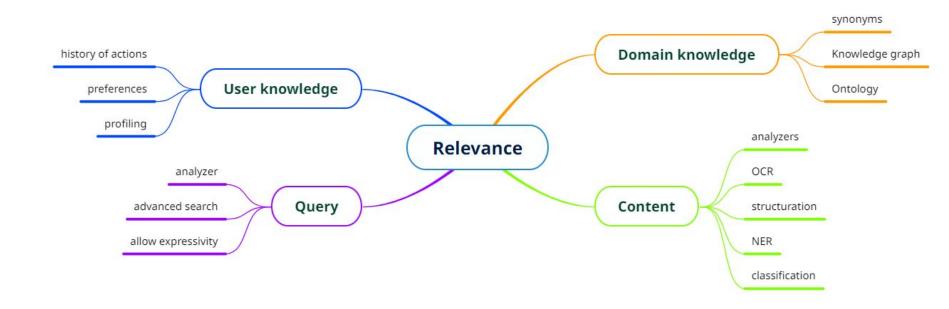






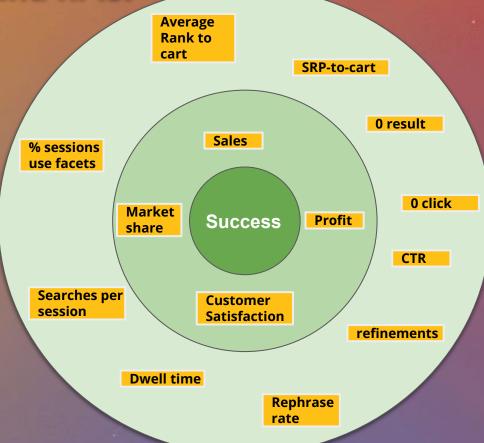
Search is about...

Leveraging (moving) signals in order to fulfill a user's need





Objectives and KPIs?





What to monitor?

Business needs (relevance)

Data infrastructure

- Crawling errors
- Datasource availability
- Data errors

User satisfaction

•••





Hypothesis: Challenges are addressed

How to define the KPIs?

What are the domain specific issues and how to deal with them?

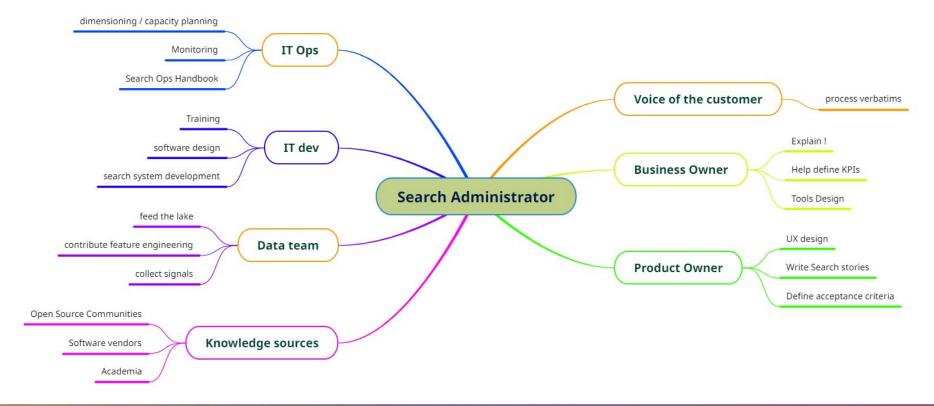
What to monitor?

How to define the roadmap?

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The search administrator's roles





Day to day tools

Business people (merchandising)

- Business Console

Reporting teams

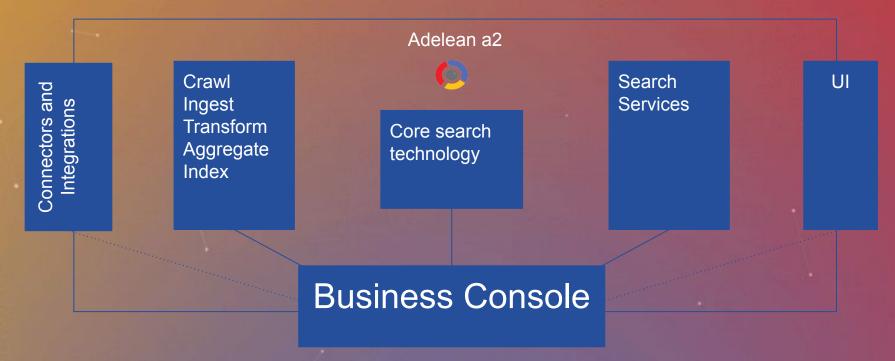
- Analytics, dashboards

Data teams

Automatic exports

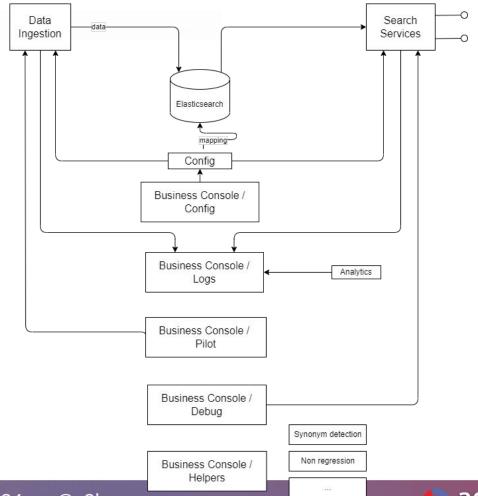


Business Console - the ultimate tool





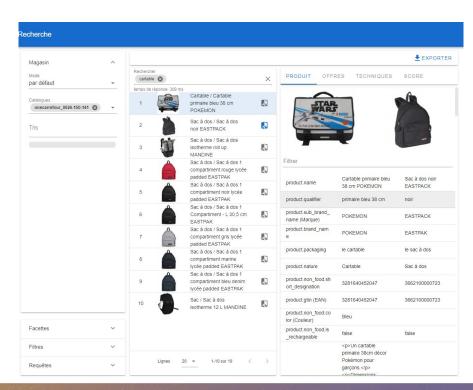
Business Console the details

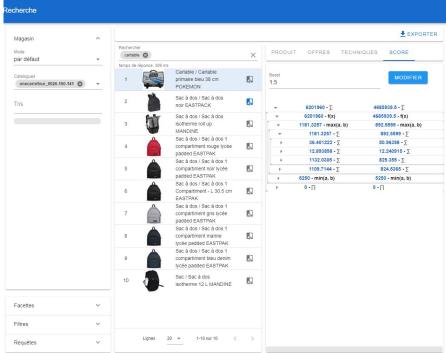




Business Console / Debug

Simulate a user search, visualize the data, compare the relevance scores, ensure the non-regression

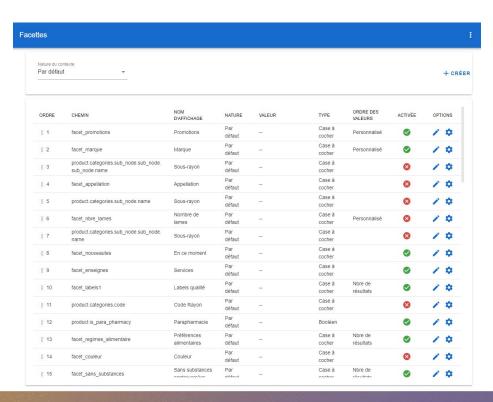


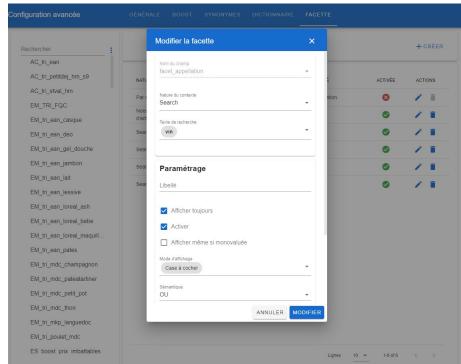




Business Console / Config

E.g. facets

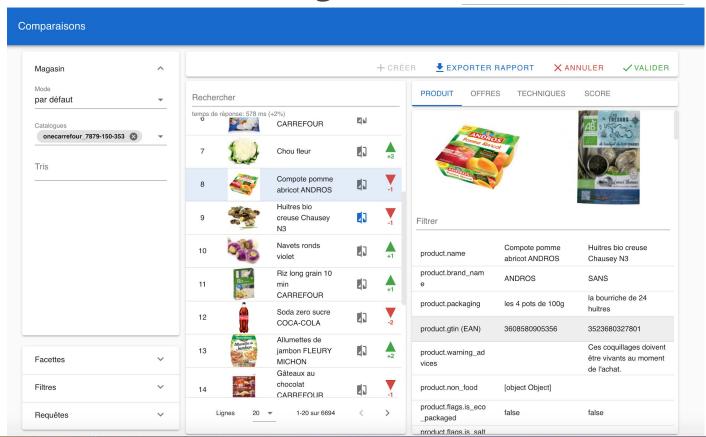






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Tools - ensure non regression





Improving the life of a search engine administrator



Automatization with AI \rightarrow no more Administrators?

Fine grained relevance tuning

- Boosts
- Function scores
- Synonyms
- Redirections
- Query rewriting
- User experience

Conclusion:

- Takes into account Business needs (marketing, stock, partnerships, ...)
- Easily understandable and maintainable by the Business

Learning to Rank
VS. (automated relevance tuning)

- Ranking model
- Learning algorithm
- Training data

Conclusion:

- Very expensive to implement properly
- Needs a lot of maintenance
- Does worse if not properly trained and maintained
- Black box to the Business



Beyond Artificial Intelligence for Search

It is proven that for relatively well-structured data, like in e-commerce for example, a hand tailored search configuration can easily outperform machine learning approaches for relevance. The search configuration considers the different searchable fields, a business taxonomy and ontology, some domain related synonyms, a few specific landing pages, boosts and some business numerical criteria.

In the same way, we describe an approach for relevance in the case of large-scale search engines which is not based on classical "PageRank" and machine learning approaches. We propose a model based on social interactions between communities and individuals that are using or configuring the search engine. We then compare this model with machine learning powered approaches.

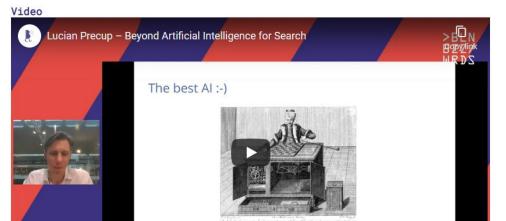
Kesselhaus

15.06.2021 21:20 - 22:20 your local time: 9:20 PM - 10:20 PM
Lightning Talk
Intermediate





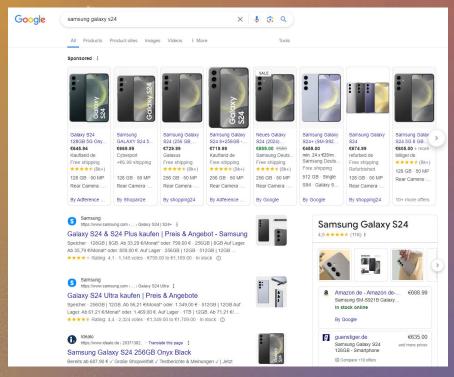
https://2021.berlinbuzzwords.de/session/beyond-artificial-intelligence-search



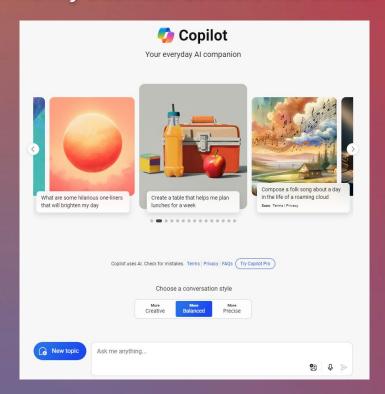


Search Engine Administrator's wish ...

I need my Search Engine to be like Google



And my Business Console like ChatGPT



Examples of API calls to automate

Please add a synonym for car = automobile for field title

Can you boost by 10 the Münchner Paulaner brand from September 21 to October 6, 2024 when my users are searching for beer?

Please test if removing the description field from the list of searchable fields increases the relevance of my search engine.



Examples of alerts and suggestions

It looks like the vast majority of your users that are searching for sugar, add only products from the Baking Ingredients category to cart. Would you like to create a filtered redirection?

Based on your product catalog and user activity, here is a synonym suggestion that would reduce zero results queries: salad=letuce. Would you like me to add it to your configuration?

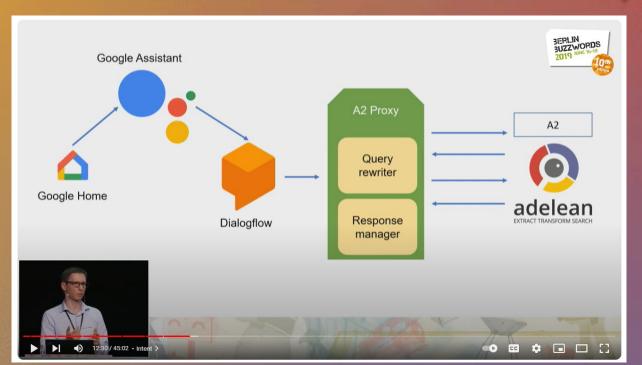


Natural Language Understanding and Large Language Models to automate actions



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Berlin Buzzwords 2019 - Integrate your Search Engine with a Voice Assistant - an Al Assistant on top of APIs





https://2019.berlinbuzzwords.de/1 9/session/integrate-your-search-e ngine-voice-assistant.html



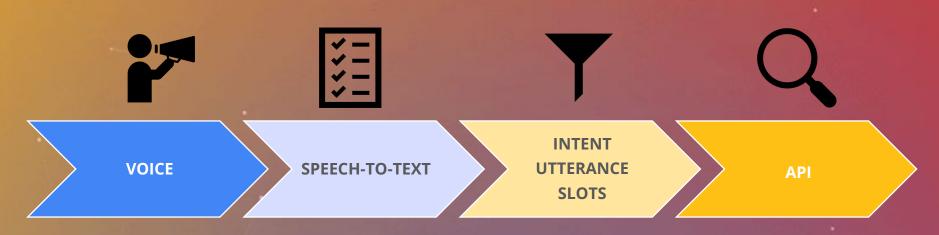
What can the Large Language Models (LLMs) do?

++ Understand human language (NLU, NLP)	→ generic machine learning models
++ Perform a synthesis	→ generic machine learning models
++ Hold a conversation and understand a context	\rightarrow the very principle of LLMs, remuneration for word generation
+ Have an exhaustive knowledge base	ightarrow if model trained on this basis
+ Adapt and learn	ightarrow use the context (immediate), re-training of the model (long term)
(+) Allow multimodal interactivity	→ interpretation and generation of images
(+) Understand the voice	→ external module
(+) Automate tasks	→ code generation
~ Respond efficiently and relevantly	→ hallucinations



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From voice to API calls



The user speaks to his **voice** assistant

Voice is transformed into **text**

The system recognizes an **utterance** related to an **intention** and extracts keywords from the **slots**

Call the API
corresponding to the
intent with the
parameters derived
from the slots



for Observability and Data Analytics use cases





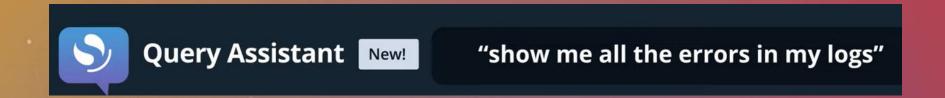
for Observability and Data Analytics use cases

```
> source=opensearch_dashboards_sample_data_logs
 where timestamp > DATE_SUB(NOW(), INTERVAL 1
WEEK) | stats COUNT() AS count by response
```



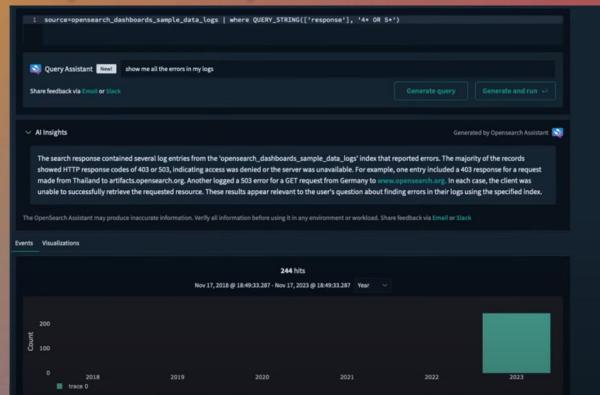
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for Observability and Data Analytics use cases





for Observability and Data Analytics use cases

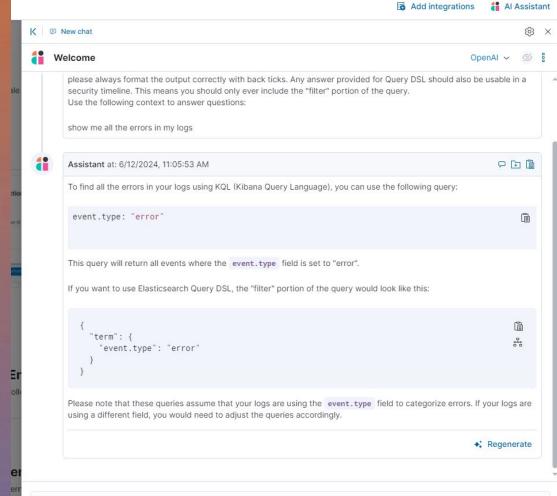


https://www.youtube.com/ watch?v=9r0RyB_oHKk& ab_channel=OpenSearch

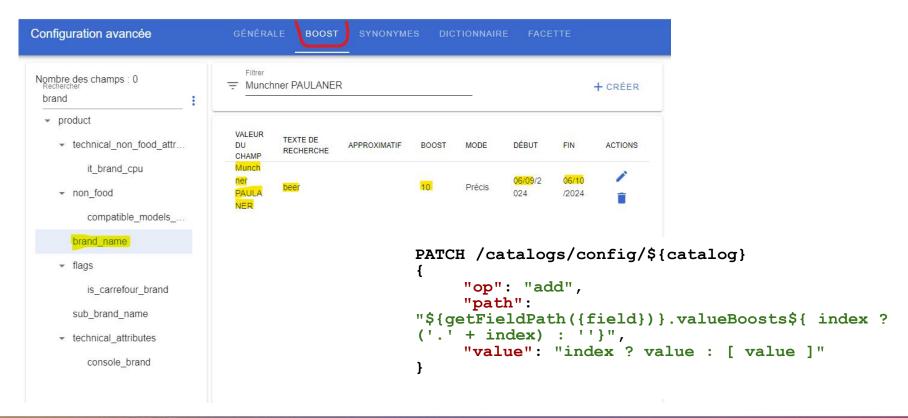


Al Assistant in Kibana

for Observability and Data Analytics use cases

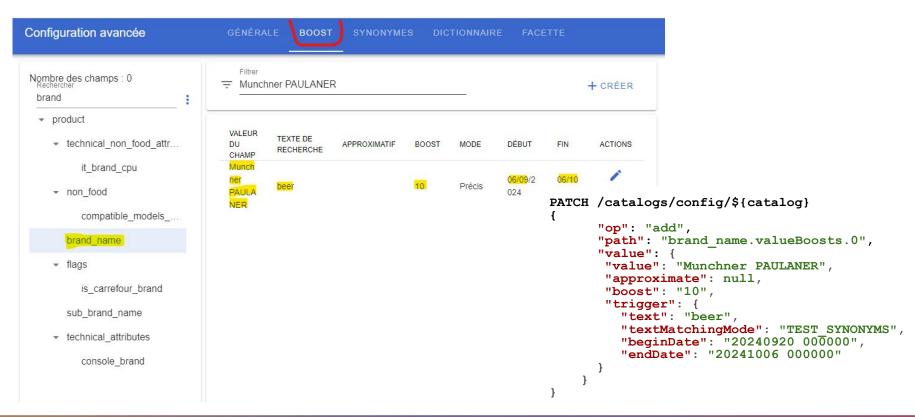


NLU and LLMs to automate actions → implementation



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NLU and LLMs to automate actions → implementation





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NLU and **LLMs** to automate actions → implementation

Step 1/

Prompt

- User query
- Example of API call and parameters
- Instructions on how to recognize an utterance related to an intention and extracts parameters from the slots

Result

The code of an API call with the right parameters

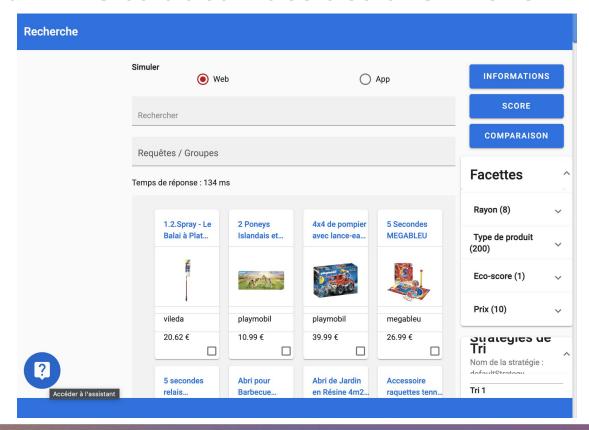
Step 2/

(Optionally) Validate the syntax and validity of the API call

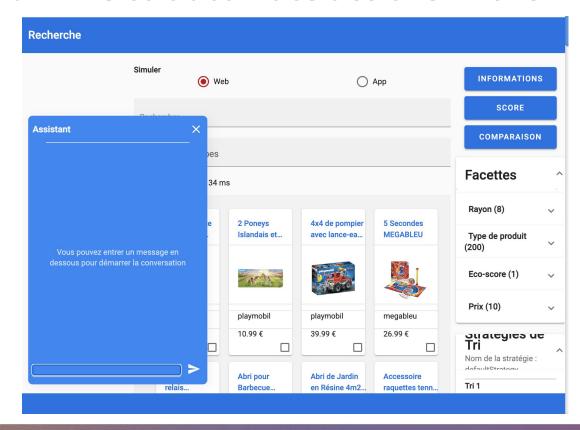
Launch the API call

(Optionally) Refresh the screen

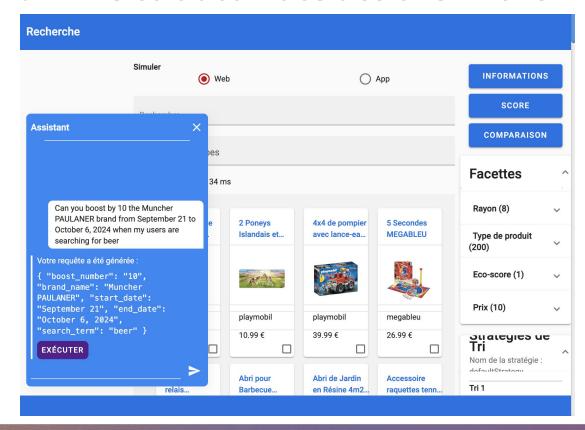




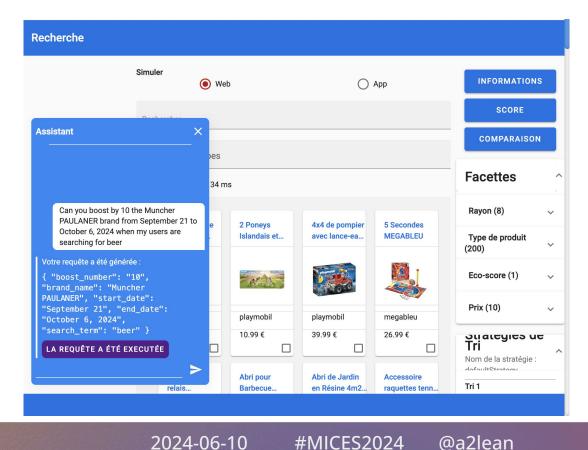






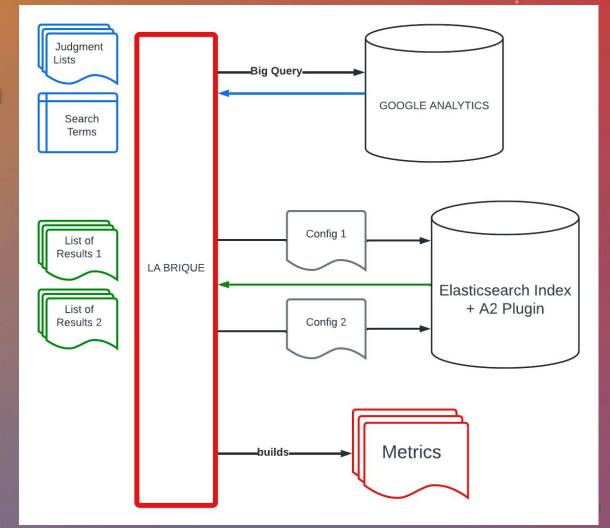




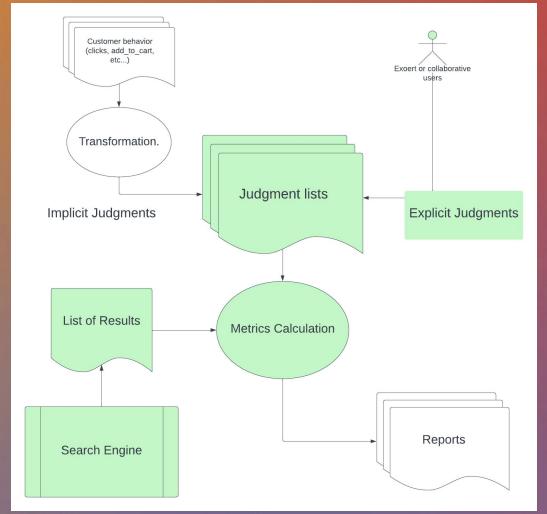




Testing the non-regression



Quepid





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Testing the non-regression



Haystack EU 2022 - A practical approach to measuring the relevance and preventing regressions

HAYSTACK

Home Haystack US 2024 Schedule Tickets Travel Past Conferences Past Talks

A practical approach to measuring the relevance and preventing regressions

Aline Paponaud and Roudy Khoury • Location: TUECHTIG • Back to Haystack EU 2022

In this session we present a practical approach in implementing a component that automatically measures the relevance of an e-commerce search engine, helps configuring it and prevents relevance regressions. Our component is based on the Normalized Discounted Cumulative Gain (NDCG) theory and integrated into a real-world large-scale e-commerce search engine. We give our return on experience and present all the practical details of its implementation - logs collection, integration with the search engine administration interface, deployment automation and give an idea about its return on investment (ROI).

Download the Slides

Watch the Video



Aline Paponaud

Adelean

CTO of Adelean, working with search and providing consulting services and expertise around Elasticsearch, Lucene and Solr. She brings her energy to leveraging search engines, as they become more and more essential in every domain.



Roudy Khoury

Adelear

Roudy holds a Masters in Artificial Intelligence from Paris 12 University. He joined Adelean as a software engineer and has been most interested in the areas of search and natural language processing. He has hands on experience implementing Elasticsearch based search engine solutions in various sectors of activity. Roudy enjoys challenges and solving problems and has worked in a variety of industries.



https://haystackconf.com/eu2022/talk-3/



Analytics and Machine Learning to bring insights



Reminder: Examples of alerts and suggestions

It looks like the vast majority of your users that are searching for sugar, add only products from the Baking Ingredients category to cart. Would you like to create a filtered redirection?

Based on your product catalog and user activity, here is a synonym suggestion that would reduce zero results queries: salad=letuce. Would you like me to add it to your configuration?



Monitor zero results queries and suggest synonyms

https://github.com/adelean/ elasticsearch-word2vec



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```
Ξ
 ☐ README
              Apache-2.0 license

    elasticsearch-word2vec

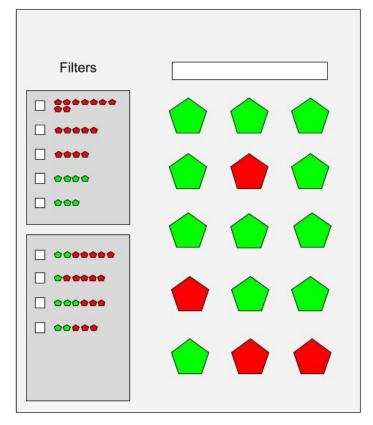
   build unknown
   Word2vec plugin for Elasticsearch
     unzip -q model-uploader-0.1.0-SNAPSHOT.zip
@ Example
     GET /_analyze
       "tokenizer": "whitespace",
       "filter": [
          "lowercase",
           "type": "stop",
           "stopwords": " english "
           "type": "synonym_word2vec",
           "model": "GoogleNews-vectors-negative300-SLIM",
           "nearest words": 3
       "text": "The quick brown fox jumps over the lazy dog"
     // Found synonyms:
          [quick -> swift speedy fast]
          [brown -> brownish reddish white]
          [fox -> foxes squirrel rabbit]
          [jumps -> jump climbs jumping]
          [over -> past Over within]
          [lazy -> laziness slothful layabouts]
          [dog -> dogs puppy pooch]
```

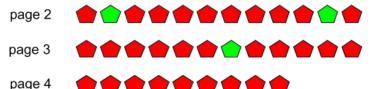
Improve precision and relevancy of facet values

Issue: how to make facet values relevant in the context of many "less relevant" results?



@M_I_C_E_S







sucre





깩

Rayons Promo, épicerie... Maison & High Tech Electroménager...

^

325

100

54

5

2

Services

Voyage, spectacle...

















 \bigcirc

0

1,13€



0





les 10 sachets de 7,5 g 26.40 € / Kilogramme











Sucre roux GRAEFFE

le paquet de 1 kg 2.14 € / Kilogramme









Préférences alimentaires

Sans sucres ajoutés

Sans sucres

De saison

Halal

Végétarien ?

sucre



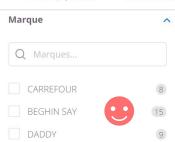
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Rayons Promo, épicerie... Maison & High Tech Electroménager...

Services

Voyage, spectacle...























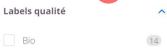
✓ VOIR PLUS

Végétarien

SAINT LOUIS CANDEREL













2024-06-10



1.28 € / Kilogramme



Sucre roux morceaux LA PERRUCHE

la boite de 168 morceaux - 1 kg 1.78 € / Kilogramme



Sucre demi-morceaux DADDY

le paquet de 750 g 1.51 € / Kilogramme





Improve precision and relevancy of facet values: the solution

Solutions: work on your search precision

Analytics and data science have clues: for instance, when clients type "tomato", is there a category which regroup most of the clicks?

All you must do is prefilter some facets (or even all the results) with this category: 80% of the result set will disappear and your filters will look good!

Examples of prefiltering at Carrefour:

- 11% of results for "tomatos" are in the "Fresh vegetables" category but they represent 86% of products added to basket
- 24% of results for "rice" are in the "Pasta and Rice" category and represent 90% of purchases
- 8% of results for "sugar" are in the "Sugar and sweeteners" category and represent 90% of purchases

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NLU and **LLMs** to automate actions → implementation

Step 1/

Monitor the clicks on search results

Identify long tails of less relevant results

Launch alert when necessary

Step 2/

Construct configuration API call

- Parameter values
- Template

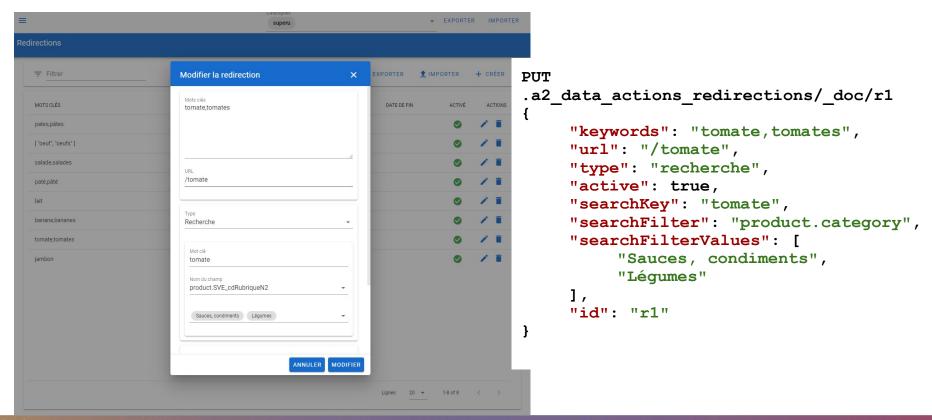
Result

The code of an API call with the right parameters

Launch the API call



Screenshot and API of filtered redirection



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Thank you!

@M_I_C_E_S #MICES2024

