ABSTRACT

Aspects concern a server apparatus, method and system for retrieving retrieval results from a database in response to a request, the method comprises the steps of: parsing, the request to obtain at least one retrieval content associated with the request; determining a broad category from the retrieval content and a tree data structure associated with the broad category, each branch of the tree data structure associated with a sub-category; comparing the at least one retrieval content with each of the sub-category; determining whether there is a match between the at least one retrieval content and each of the sub-category; wherein in a positive determination of the match between the at least one retrieval content and a sub-category, retrieving the retrieval results associated with the matched sub-category based on a first retrieval logic having a single-path recall; and wherein in a negative determination of the match between the at least one retrieval content and each of the sub-category, retrieving the retrieval results using a multi-path recall across a plurality of branches of the tree data structure, based on a second retrieval logic.

FIG. 6