

# **MODEL TRAINING METHOD AND APPARATUS, SERVICE PROCESSING METHOD AND APPARATUS, STORAGE MEDIUM, AND DEVICE**

## **ABSTRACT**

5        The present specification discloses a model training method and apparatus, a service  
processing method and apparatus, a storage medium, and a device. The model training method  
includes: obtaining a historical conversation; determining a target conversation content from the  
historical conversation; inputting the historical conversation into a to-be-trained feature extraction  
model for the feature extraction model to determine a conversation content feature corresponding  
10    to the target conversation content as a first feature based on a conversation content other than the  
target conversation content in the historical conversation, and to determine a conversation content  
feature corresponding to the target conversation content as a second feature based on the target  
conversation content; and training the feature extraction model with an optimization goal of  
reducing a deviation between the first feature and the second feature, where the trained feature  
15    extraction model is used to determine an output conversation content feature corresponding to each  
input conversation content, and send the output conversation content feature for a receiving end to  
perform service processing based on the received output conversation content feature.

20    FIG. 1