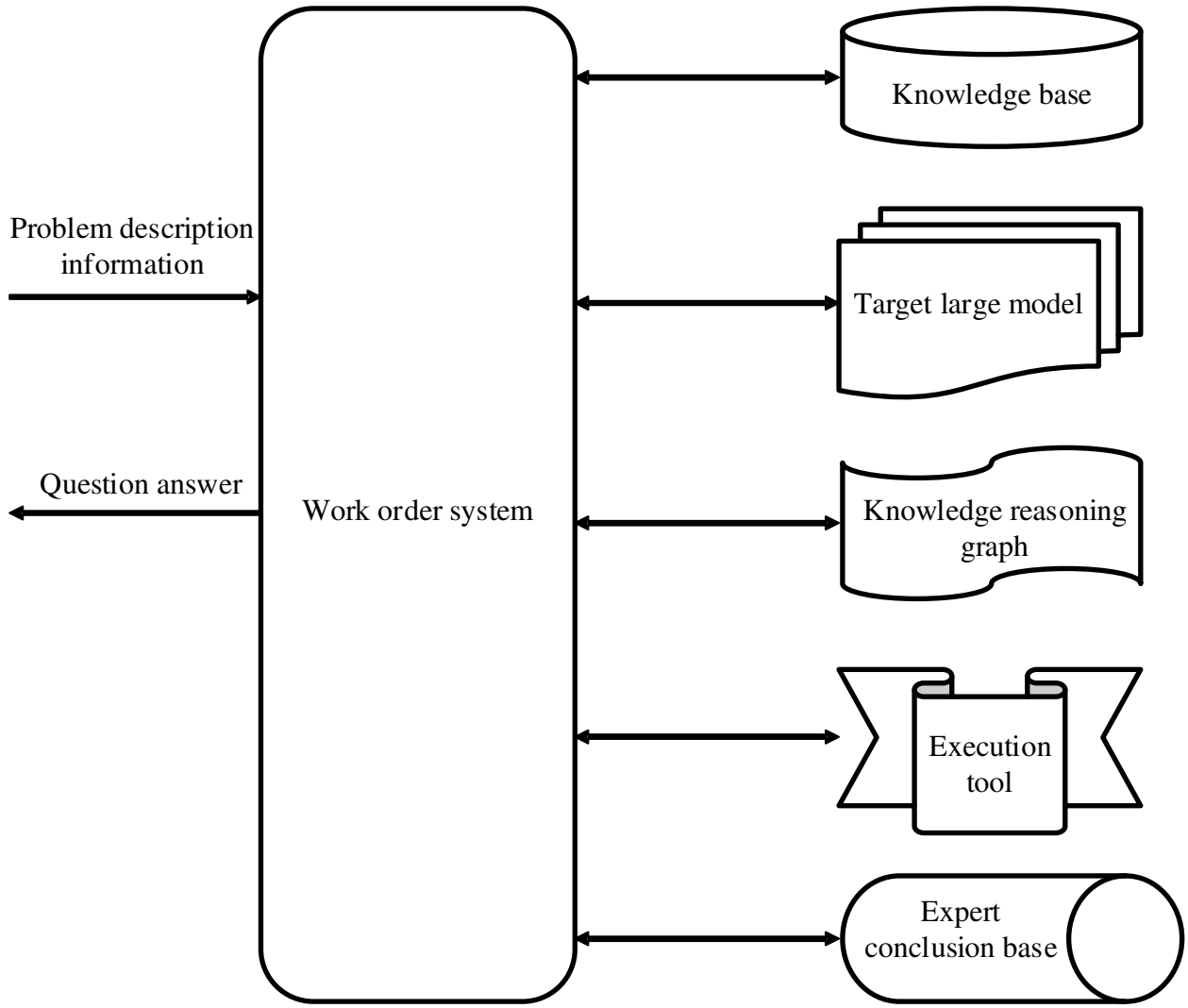
Problem description information
Question answer
Work order system
Knowledge base
Target large model
Knowledge reasoning graph
Execution tool
Expert conclusion base

FIG. 1

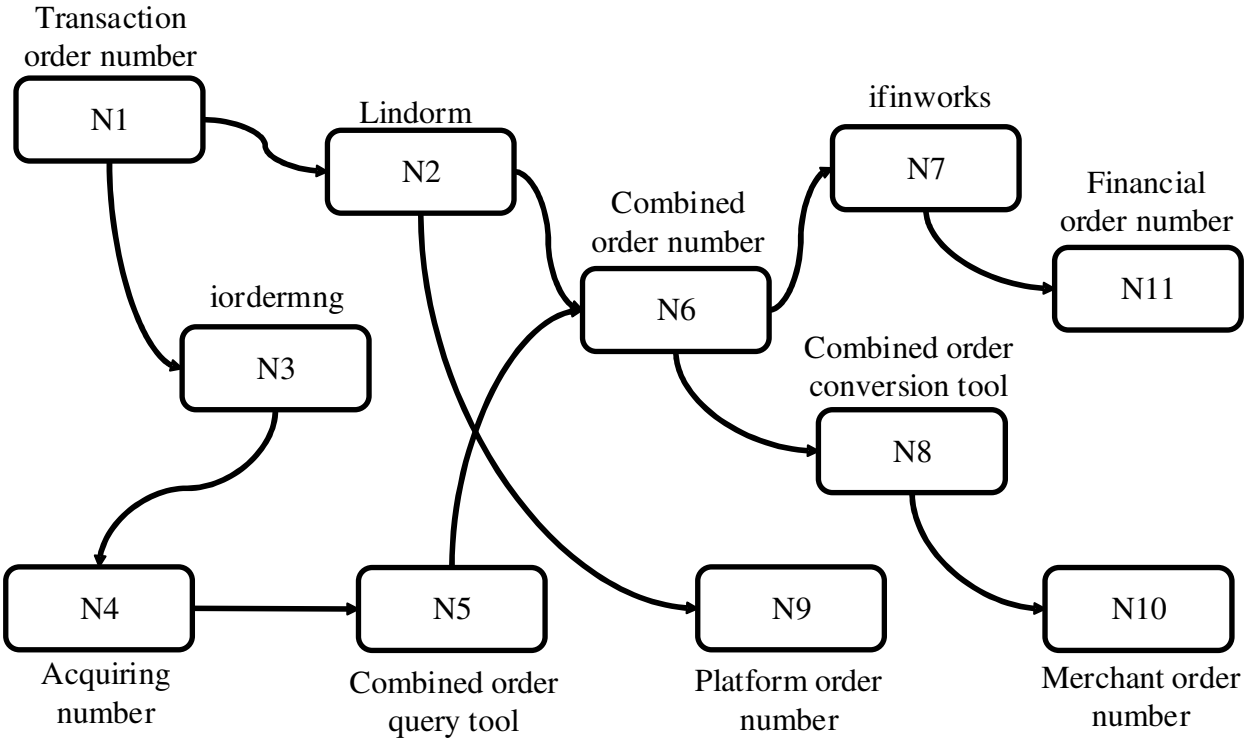
Transaction order number
N1
Lindorm
N2
ifinworks
N7
Financial order number
N11
Combined order number
N6
iordermng
N3
Combined order conversion tool
N8
N4
N5
N9
N10
Acquiring number
Combined order query tool
Platform order number
Merchant order number

FIG. 2

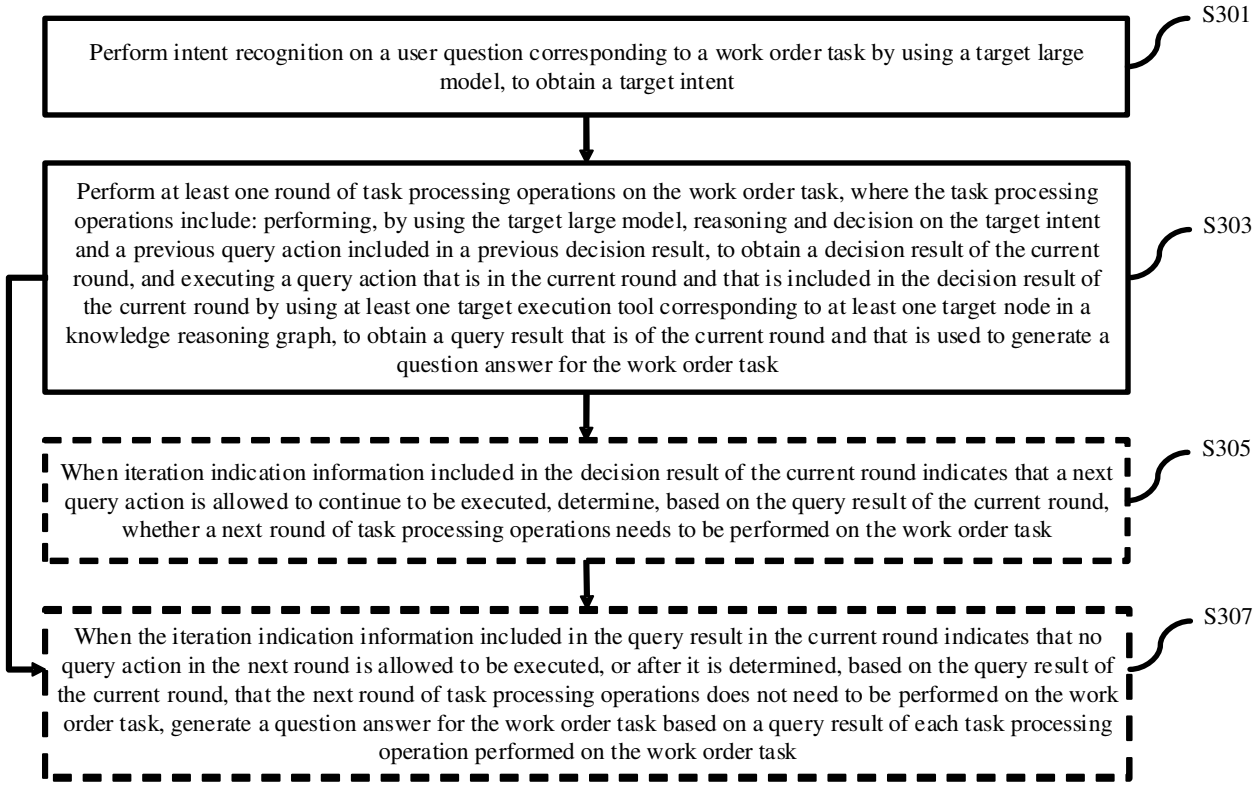
S301
Perform intent recognition on a user question corresponding to a work order task by using a target large model, to obtain a target intent
Perform at least one round of task processing operations on the work order task, where the task processing operations include: performing, by using the target large model, reasoning and decision on the target intent and a previous query action included in a previous decision result, to obtain a decision result of the current round, and executing a query action that is in the current round and that is included in the decision result of the current round by using at least one target execution tool corresponding to at least one target node in a knowledge reasoning graph, to obtain a query result that is of the current round and that is used to generate a question answer for the work order task
S303
When iteration indication information included in the decision result of the current round indicates that a next query action is allowed to continue to be executed, determine, based on the query result of the current round, whether a next round of task processing operations needs to be performed on the work order task
S305
When the iteration indication information included in the query result in the current round indicates that no query action in the next round is allowed to be executed, or after it is determined, based on the query result of the current round, that the next round of task processing operations does not need to be performed on the work order task, generate a question answer for the work order task based on a query result of each task processing operation performed on the work order task
S307

FIG. 3

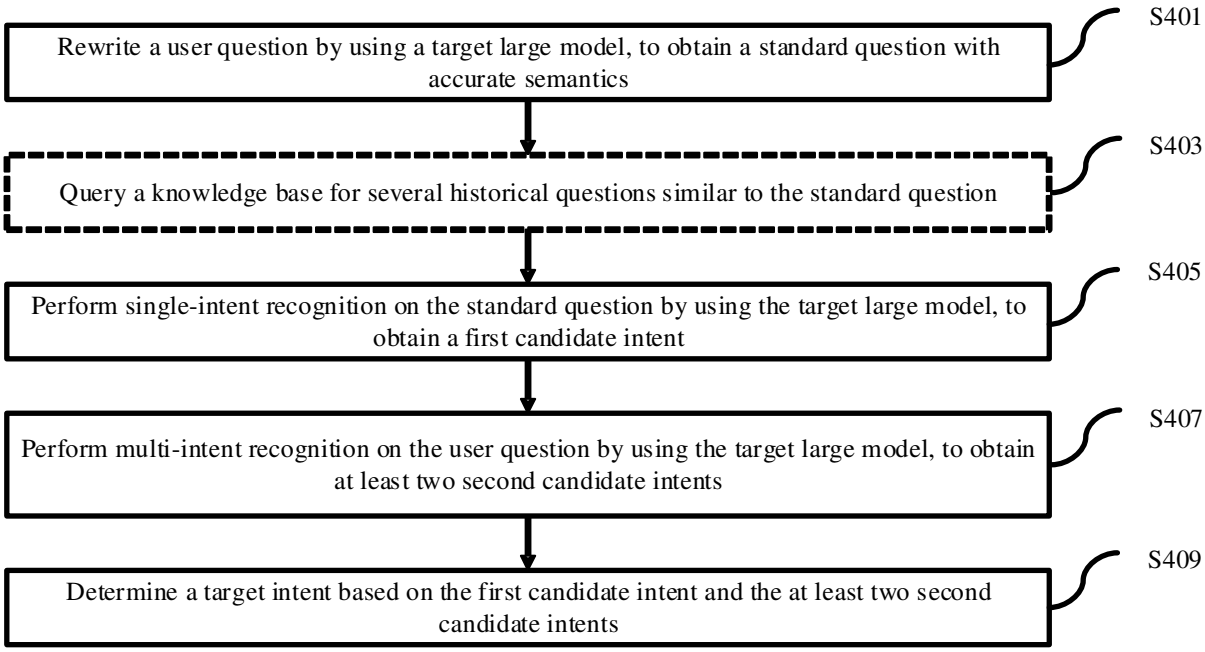
S401
Rewrite a user question by using a target large model, to obtain a standard question with accurate semantics
S403
Query a knowledge base for several historical questions similar to the standard question
S405
Perform single-intent recognition on the standard question by using the target large model, to obtain a first candidate intent
S407
Perform multi-intent recognition on the user question by using the target large model, to obtain at least two second candidate intents
S409
Determine a target intent based on the first candidate intent and the at least two second candidate intents

FIG. 4

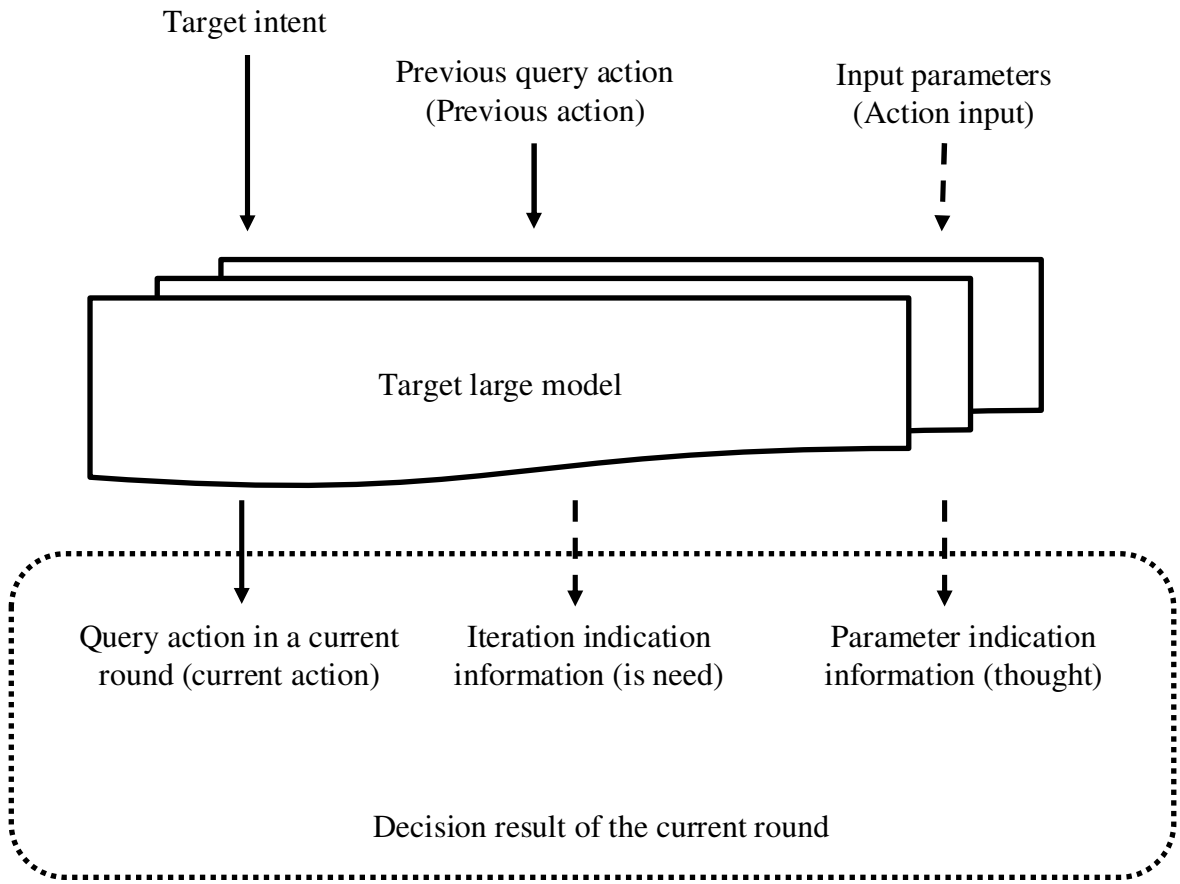
Target intent
Previous query action
(Previous action)
Input parameters
(Action input)
Target large model
Query action in a current round (current action)
Iteration indication information (is need)
Parameter indication information (thought)
Decision result of the current round

FIG. 5

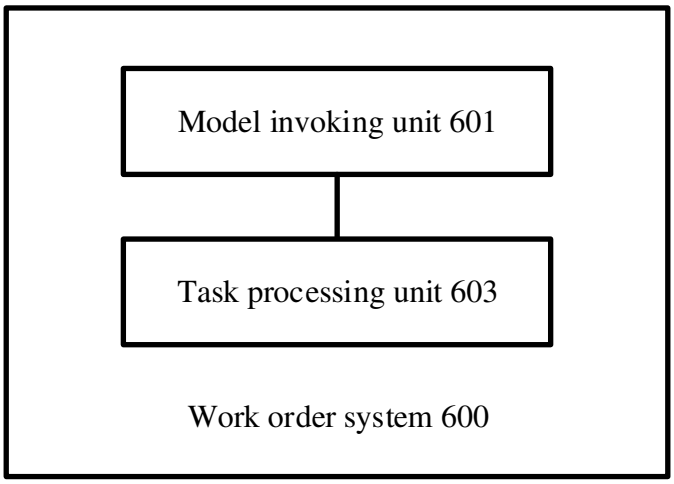
Model invoking unit 601
Task processing unit 603
Work order system 600

FIG. 6

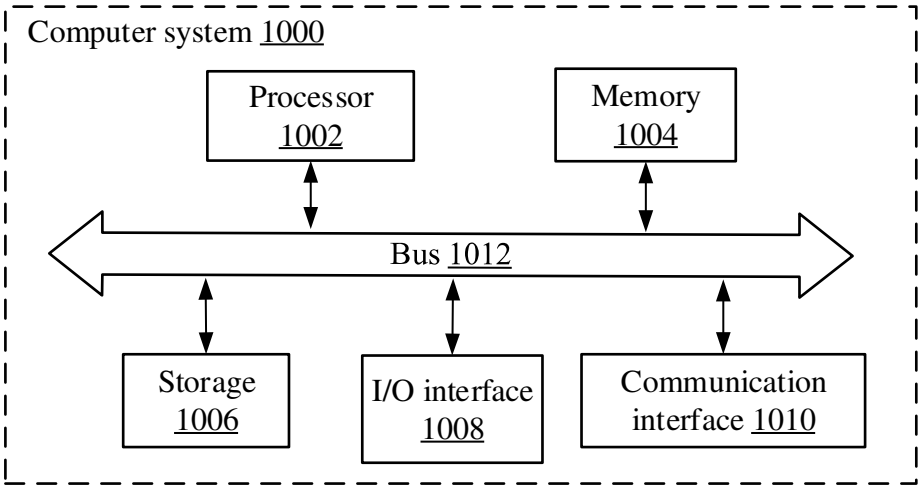
Computer system 1000
Processor 1002
Memory 1004
Bus 1012
Storage 1006
I/O interface 1008
Communication interface 1010

FIG. 7