

Abstract

A method, an apparatus and a device for generating a conversation scenario model are provided, which relate to the technical field of intelligent conversation and can generate an information interaction model which comprehensively covers a service process so that a robot customer service controlled by the model can guide a user to trigger a text conversation which is more in line with process operation. The method includes: acquiring a question-answer conversation text formed in a historical information interaction process of a conversation scenario, wherein the question-answer conversation text comprises multiple rounds of text interaction information; adding flagged guide information into the question-answer conversation text, wherein the flagged guide information is field information obtained by processing event-tracking records in an information interaction page; and performing model training by using a question-answer conversation text with the flagged guide information to generate an information interaction model of the conversation scenario.

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[Fig. 1]