METHOD AND WORK ORDER SYSTEM FOR PROCESSING WORK ORDER TASK, STORAGE MEDIUM, AND COMPUTER SYSTEM

ABSTRACT

Embodiments of this specification disclose a method and work order system for processing a work order task, a storage medium, and a computer system. The method includes: performing intent recognition on a user question corresponding to the work order task by using a target large model, to obtain a target intent; and performing 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.

[Figure 3]