CLAIMS

1. A virtual robot control method, comprising the following steps:

receiving an account type configuration instruction, and configuring an account type of a virtual robot as an individual account type to support group consulting, wherein the account type configuration instruction received is a configuration instruction judged by a management platform to be of an individual type to configure the account type of the virtual robot as the individual account type to make sure that the virtual robot supports group consulting;

when an invitation instruction is received, adding the virtual robot into a target group corresponding to the invitation instruction; and

receiving consulting information sent by each member in the target group to the virtual robot, and returning reply information corresponding to the consulting information to the target group.

2. The virtual robot control method according to Claim 1, wherein the method further comprises the following step performed before the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction:

receiving product reference information and determining a target virtual robot serving for a product corresponding to the product reference information to associate the product reference information with the target virtual robot;

the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction comprises:

when the invitation instruction is received, determining a virtual robot serving for a product corresponding to the invitation instruction, and adding the virtual robot into the target group corresponding to the invitation instruction.

3. The virtual robot control method according to Claim 2, wherein the step of receiving consulting information sent by each member in the target group to the virtual robot and returning reply information corresponding to the consulting information to the target group comprises:

when the consulting information sent by each member in the target group to the virtual robot is received, determining whether or not the consulting information is about a product served by the virtual robot; and

in the case where the consulting information is about the product served by the virtual robot, acquiring reply information corresponding to the consulting information from the product reference information, and returning the corresponding reply information to the target group.

4. The virtual robot control method according to Claim 3, wherein the virtual robot control method further comprises the following step to be performed after the step of determining whether or not the consulting information is about a product served by the virtual robot:

in the case where the consulting information is not about the product served by the virtual robot, calling preset reference information, and determining reply information corresponding to the consulting information according to the preset reference information.

5. The virtual robot control method according to Claim 4, wherein the step of determining reply information corresponding to the consulting information according to the preset reference information comprises:

determining whether there is, in the preset reference information, reply information corresponding to the consulting information, and when there is, in the preset reference information, the reply information corresponding to the consulting information, acquiring and returning the corresponding reply information; and

when there is not, in the preset reference information, reply information corresponding to the consulting information, calling a preset interface, acquiring information in the preset interface, and returning the information acquired from the preset interface to the target group.

6. The virtual robot control method according to Claim 4, wherein the virtual robot control method further comprises the following steps to be performed after the step of returning reply information corresponding to the consulting information to the target group:

recording the consulting information within a preset time, and determining information, that is replied to neither by the product reference information nor by the preset reference information, in the recorded consulting information as target consulting information; and

adding reply information of the target consulting information into the product reference information or the preset reference information to update the product reference information or the preset reference information.

7. A virtual robot control apparatus, comprising:

a configuration module used for receiving an account type configuration instruction and configuring an account type of a virtual robot as an individual account type to support group consulting, wherein the account type configuration instruction received is a configuration instruction judged by a management platform to be of an individual type to configure the account type of the virtual robot as the individual account type to make sure that the virtual robot supports group consulting;

an addition module used for adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction; and

a return module used for receiving consulting information sent by each member in the target group to the virtual robot and returning reply information corresponding to the consulting information to the target group.

8. The virtual robot control apparatus according to Claim 7, wherein the virtual robot control apparatus further comprises:

a determination module used for receiving product reference information and determining a target virtual robot serving for a product corresponding to the product reference information to associate the product reference information with the target virtual robot, wherein:

the addition module is used for determining, when the invitation instruction is received, a virtual robot serving for a product corresponding to the invitation instruction and adding the virtual robot into the target group corresponding to the invitation instruction.

9. A virtual robot control device, comprising a memory, a processor, a communication bus, and a virtual robot control program stored in the memory, wherein:

the communication bus is used for realizing connection and communication between the processor and the memory;

the processor is used to execute the virtual robot control program to implement the following steps:

receiving an account type configuration instruction, and configuring an account type of a virtual robot as an individual account type to support group consulting, wherein the account type configuration instruction received is a configuration instruction judged by a management platform to be of an individual type to configure the account type of the virtual robot as the individual account type to make sure that the virtual robot supports group consulting;

when an invitation instruction is received, adding the virtual robot into a target group corresponding to the invitation instruction; and

receiving consulting information sent by each member in the target group to the virtual robot, and returning reply information corresponding to the consulting information to the target group.

10. The virtual robot control device according to Claim 9, wherein the following step is performed before the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction:

receiving product reference information and determining a target virtual robot serving for a product corresponding to the product reference information to associate the product reference information with the target virtual robot;

the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction comprises:

when the invitation instruction is received, determining a virtual robot serving for a product corresponding to the invitation instruction, and adding the virtual robot into the target group corresponding to the invitation instruction

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11. The virtual robot control device according to Claim 10, wherein the step of receiving consulting information sent by each member in the target group to the virtual robot and returning reply information corresponding to the consulting information to the target group comprises:

when the consulting information sent by each member in the target group to the virtual robot is received, determining whether or not the consulting information is about a product served by the virtual robot; and

in the case where the consulting information is about the product served by the virtual robot, acquiring reply information corresponding to the consulting information from the product reference information, and returning the corresponding reply information to the target group.

12. The virtual robot control device according to Claim 11, wherein the following step is to be performed after the step of determining whether or not the consulting information is about a product served by the virtual robot:

in the case where the consulting information is not about the product served by the virtual robot, calling preset reference information, and determining reply information corresponding to the consulting information according to the preset reference information.

13. The virtual robot control device according to Claim 12, wherein the step of determining reply information corresponding to the consulting information according to the preset reference information comprises:

determining whether there is, in the preset reference information, reply information corresponding to the consulting information, and when there is, in the preset reference information, the reply information corresponding to the consulting information, acquiring and returning the corresponding reply information; and

when there is not, in the preset reference information, reply information corresponding to the consulting information, calling a preset interface, acquiring information in the preset interface, and

returning the information acquired from the preset interface to the target group.

14. The virtual robot control device according to Claim 12, wherein the following steps are to be performed after the step of returning reply information corresponding to the consulting information to the target group:

recording the consulting information within a preset time, and determining information, that is replied to neither by the product reference information nor by the preset reference information, in the recorded consulting information as target consulting information; and

adding reply information of the target consulting information into the product reference information or the preset reference information to update the product reference information or the preset reference information.

15. A readable storage medium, having a virtual robot control program stored therein, wherein the virtual robot control program is to be executed by a processor to implement the following steps:

receiving an account type configuration instruction, and configuring an account type of a virtual robot as an individual account type to support group consulting, wherein the account type configuration instruction received is a configuration instruction judged by a management platform to be of an individual type to configure the account type of the virtual robot as the individual account type to make sure that the virtual robot supports group consulting;

when an invitation instruction is received, adding the virtual robot into a target group corresponding to the invitation instruction; and

receiving consulting information sent by each member in the target group to the virtual robot, and returning reply information corresponding to the consulting information to the target group.

16. The readable storage medium according to Claim 15, wherein the following step is performed before the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction:

receiving product reference information and determining a target virtual robot serving for a product corresponding to the product reference information to associate the product reference information with the target virtual robot;

the step of adding, when an invitation instruction is received, the virtual robot into a target group corresponding to the invitation instruction comprises:

when the invitation instruction is received, determining a virtual robot serving for a product corresponding to the invitation instruction, and adding the virtual robot into the target group corresponding to the invitation instruction.

17. The readable storage medium according to Claim 16, wherein the step of receiving consulting information sent by each member in the target group to the virtual robot and returning reply information corresponding to the consulting information to the target group comprises:

when the consulting information sent by each member in the target group to the virtual robot is received, determining whether or not the consulting information is about a product served by the virtual robot; and

in the case where the consulting information is about the product served by the virtual robot, acquiring reply information corresponding to the consulting information from the product reference information, and returning the corresponding reply information to the target group.

18. The readable storage medium according to Claim 17, wherein the following step is to be performed after the step of determining whether or not the consulting information is about a product served by the virtual robot:

in the case where the consulting information is not about the product served by the virtual robot, calling preset reference information, and determining reply information corresponding to the consulting information according to the preset reference information.

19. The readable storage medium according to Claim 18, wherein the step of determining reply information corresponding to the consulting information according to the preset reference information comprises:

determining whether there is, in the preset reference information, reply information corresponding to the consulting information, and when there is, in the preset reference information, the reply information corresponding to the consulting information, acquiring and returning the corresponding reply information; and

when there is not, in the preset reference information, reply information corresponding to the consulting information, calling a preset interface, acquiring information in the preset interface, and returning the information acquired from the preset interface to the target group.

20. The readable storage medium according to Claim 18, wherein the following steps are to be performed after the step of returning reply information corresponding to the consulting information to the target group:

recording the consulting information within a preset time, and determining information, that is replied to neither by the product reference information nor by the preset reference information, in the recorded consulting information as target consulting information; and

adding reply information of the target consulting information into the product reference information or the preset reference information to update the product reference information or the preset reference information.