

[ABSTRACT]

[Problem] To efficiently perform a precise understanding of a user intention and automated response with suitable contents.

[Solution] A customer service assistance system 100 includes:
5 storage device 101 that stores, for each output screen in a business system 300 as a target of inquiry from a customer, an address 125 of an automated response device 150 accumulating knowledge of a provided business in the output screen; and an arithmetic device 104 that, when an inquiry specifying the address
10 is received from a customer terminal 200, checks identification information of the output screen and an inquiry sentence indicated by the inquiry against questions-and-answers information 126 held for each output screen of the provided business in the automated response device 150 associated with the address, estimates a
15 question matching an intention of the inquiry out of questions in the questions-and-answers information 126 according to whether a screen associated with each question included in the questions-and-answers information 126 matches the output screen and a degree of similarity between a sentence of each question
20 included in the questions-and-answers information 126 and the inquiry sentence, extracts an answer to the question from the questions-and-answers information 126, and returns the answer to the customer terminal 200.