

CHATBOT CONFIGURATION METHOD AND APPARATUS, COMPUTER DEVICE, AND STORAGE MEDIUM

ABSTRACT

A chatbot configuration method includes: obtaining a service form scanning image, extracting form feature information in the service form scanning image, determining a field type of a literal block in the form feature information, identifying, based on the field type, a target literal block whose field needs to be filled in, and establishing an association relationship between literal blocks based on the target literal block whose field needs to be filled in; determining, by querying a preset data type configuration table based on the target literal block whose field needs to be filled in, a data type of a field that needs to be filled in and that corresponds to each target literal block; generating a service segment statement of each target literal block based on the data type of the field that needs to be filled in and that corresponds to each target literal block, the association relationship between literal blocks, and a preset statement template; and configuring a chatbot based on location information of each target literal block in the form feature information and the service segment statement of each target literal block.

FIG. 2 accompanies abstract.