determining a first customer service representative based on the service category, and displaying the question statement in a dialogue interface for the first customer service representative; determining a plurality of question-answer pairs corresponding to the user request from a prestored question-answer pair set; constructing a second prompt, where the second prompt indicates to determine an answer statement corresponding to the question statement based on the plurality of question-answer pairs; inputting the second prompt into the preset large model, to obtain the answer statement output by the preset large model; and displaying the answer statement in the dialogue interface for the first customer service representative.

[0005] This specification provides a computer system, including a storage, a processor, and a computer program that is stored in the storage and that is capable of running on the processor. When the processor executes the program, the following steps are implemented: obtaining a question statement entered by a user, and constructing a first prompt, where the first prompt indicates to extract a user request based on the question statement and determine a service category to which the user request belongs; inputting the first prompt into a preset large model, to obtain the user request and the service category output by the preset large model; determining a first customer service representative based on the service category, and displaying the question statement in a dialogue interface for the first customer service representative; determining a plurality of question-answer pairs corresponding to the user request from a prestored question-answer pair set; constructing a second prompt, where the second prompt indicates to determine an answer statement corresponding to the question statement based on the plurality of question-answer pairs; inputting the second prompt into the preset large model, to obtain the answer statement output by the preset large model; and displaying the answer statement in the dialogue interface for the first customer service representative.

[0006] This specification provides a large model-based customer service assistance apparatus. The apparatus includes: an obtaining module, configured to: obtain a question statement entered by a user, and construct a first prompt, where the first prompt indicates to extract a user request based on the question statement and determine a service category to which the user request belongs; and input the first prompt into a preset large model, to obtain the user request and the service category output by the preset large model; a determining module, configured to: determine a first customer service representative based on the service category, and display the question statement in a dialogue interface for the first customer service representative; and determine a plurality of question-answer