

METHOD AND APPARATUS FOR TRANSFERRING FROM ROBOT CUSTOMER SERVICE TO HUMAN CUSTOMER SERVICE

ABSTRACT

5 The specification provides a method for transferring a robot customer service to a
human customer service, comprising: obtaining conversation characteristics from at least one
round of conversations between a robot customer service and a customer; obtaining state
characteristics of the customer; inputting the conversation characteristics and the state
characteristics into a confidence score evaluation model to obtain a current confidence score
evaluation value, wherein the confidence score evaluation model is a machine learning model
10 trained by using a conversation sample marked with a robot-to-human intervention point
between the robot customer service and the customer and a sample of the state characteristics
of the customer; and transferring the customer to a human customer service when the current
confidence score evaluation value meets a preset robot-to-human intervention condition.

Figure 1

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