

ABSTRACT

CUSTOMER SERVICE PUBLIC SENTIMENT EARLY WARNING METHOD, APPARATUS, ELECTRONIC DEVICE AND STORAGE MEDIUM

The present application provides a customer service public sentiment early warning method, apparatus, electronic device, and storage medium. Among them, the customer service public sentiment early warning method comprises: constructing a work order portrait according to the incoming customer service work order, wherein the work order portrait comprises at least one of the public sentiment occurrence probability in the work order dimension, the public sentiment occurrence probability in the user dimension, and the public sentiment occurrence probability in the order dimension; predicting the public sentiment occurrence probability of the incoming customer service work order according to the work order portrait, and carrying out public sentiment early warning processing on the incoming customer service work order according to the public sentiment occurrence probability and a public sentiment early warning threshold. The above solution constructs the work order portrait from at least one of the work order dimension, the user dimension, and the order dimension, so as to predict the public sentiment occurrence probability of the work order according to the work order portrait. This solution uses at least one of the work order dimension, the user dimension, and the order dimension to construct the work order portrait, which is beneficial to improving the accuracy of public sentiment early warning.

FIG. 1