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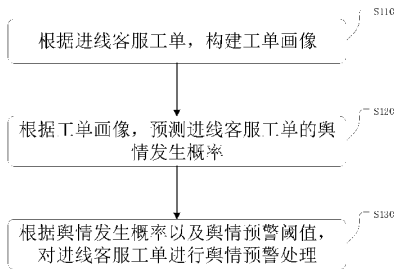
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(54) Title: CUSTOMER SERVICE PUBLIC OPINION EARLY-WARNING METHOD AND APPARATUS, AND ELECTRONIC DEVICE AND STORAGE MEDIUM

(54) 发明名称: 一种客服舆情预警方法、装置、电子设备及存储介质



S110 On the basis of an inbound customer service ticket, construct a ticket profile  
S120 On the basis of the ticket profile, predict the probability of occurrence of public opinion in the inbound customer service ticket  
S130 On the basis of the probability of occurrence of public opinion and a public opinion early-warning threshold value, perform public opinion early-warning processing on the inbound customer service ticket

图 1

(57) Abstract: Provided in the present application are a customer service public opinion early-warning method and apparatus, and an electronic device and a storage medium. The customer service public opinion early-warning method comprises: on the basis of an inbound customer service ticket, constructing a ticket profile, wherein the ticket profile comprises at least one of a probability of occurrence of public opinion in a ticket dimension, a probability of occurrence of public opinion in a user dimension and a probability of occurrence of public opinion in an order dimension; on the basis of the ticket profile, predicting the probability of occurrence of public opinion in the inbound customer service ticket; and on the basis of the probability of occurrence of public opinion and a public opinion early-warning threshold value, performing public opinion early-warning processing on the inbound customer service ticket. In the above solution, a ticket profile is constructed in at least one of a ticket dimension, a user dimension and an order dimension, so as to predict the probability of occurrence of public opinion in a ticket on the basis of the ticket profile. In the solution, at least one of the ticket dimension, the user dimension and the order dimension is used to construct the ticket profile, thereby facilitating the improvement of the accuracy of public opinion early-warning.

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WO 2025/156990 A1

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本国际公布:  
— 包括国际检索报告(条约第21条(3))。

(57) 摘要: 本申请提供一种客服舆情预警方法、装置、电子设备及存储介质, 其中, 客服舆情预警方法包括: 根据进线客服工单, 构建工单画像; 其中, 工单画像包括工单维度舆情发生概率、用户维度舆情发生概率以及订单维度舆情发生概率中至少一项; 根据工单画像, 预测进线客服工单的舆情发生概率; 根据舆情发生概率以及舆情预警阈值, 对进线客服工单进行舆情预警处理。上述方案从工单维度、用户维度以及订单维度中至少一个维度来构建工单画像, 从而根据工单画像预测工单的舆情发生概率, 该方案采用工单维度、用户维度以及订单维度中至少一个维度来构建工单画像, 有利于改善舆情预警准确率。