

ABSTRACT

The application discloses a semantic recognition method, an electronic device and a computer-readable medium, belongs to a field of intention recognition. The semantic recognition method includes the following steps: S1, constructing a morpheme database; S2, constructing a synonym database; S3, receiving a service session request of a customer, and creating a customer service session; S4, analyzing contents of the customer service session to obtain a word sequence which only contains the standard words for expressing the user service session; S5, determining a missing morpheme in the word sequence which only contains the standard words, and asking the customer a question to obtain a completely expressed word sequence which only contains the standard words; S6, according to the completely expressed word sequence which only contains the standard words, finding out a matched answer from the morpheme database and sending the matched answer to the customer. This application obtains a fully expressed question by determining the missing morpheme in the customer's question and then asking the customer a further question, so as to accurately identify the intention of the customer's question and send the answer what the customer wants to the customer.