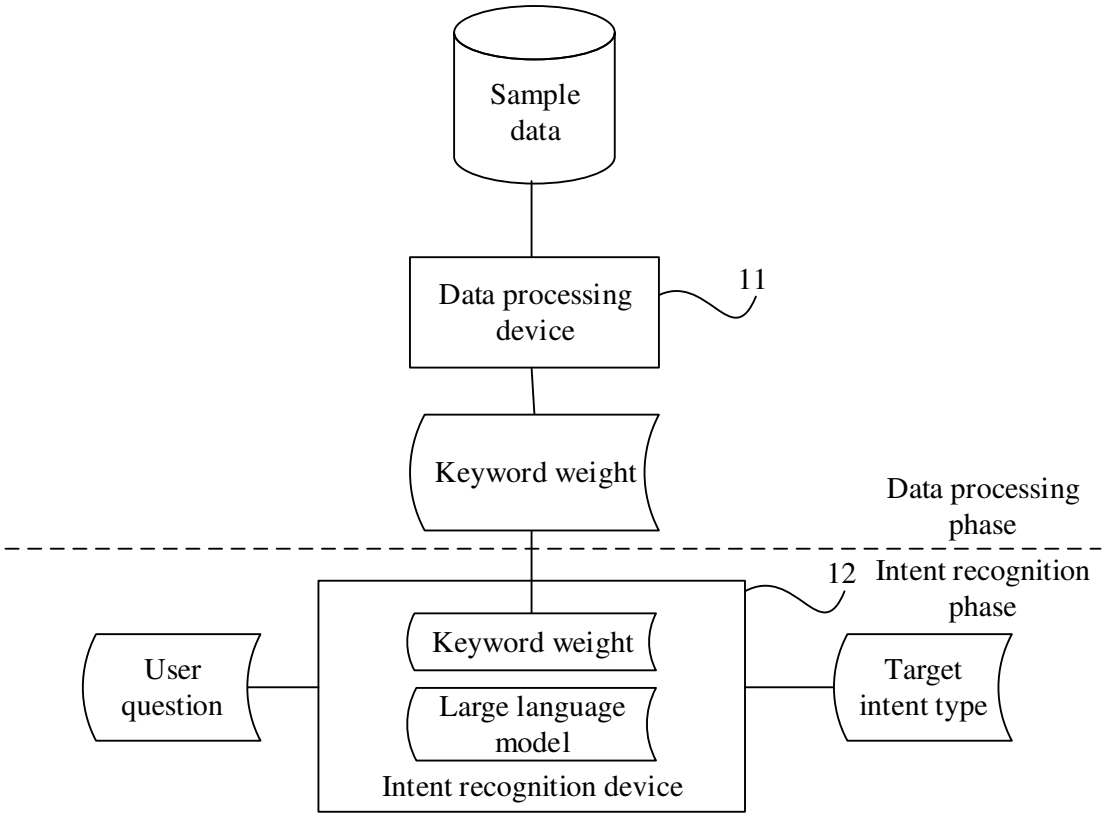

Sample data
Data processing device
11
Keyword weight
Data processing phase
12
Intent recognition phase
User question
Keyword weight
Large language model
Intent recognition device
Target intent type

FIG. 1

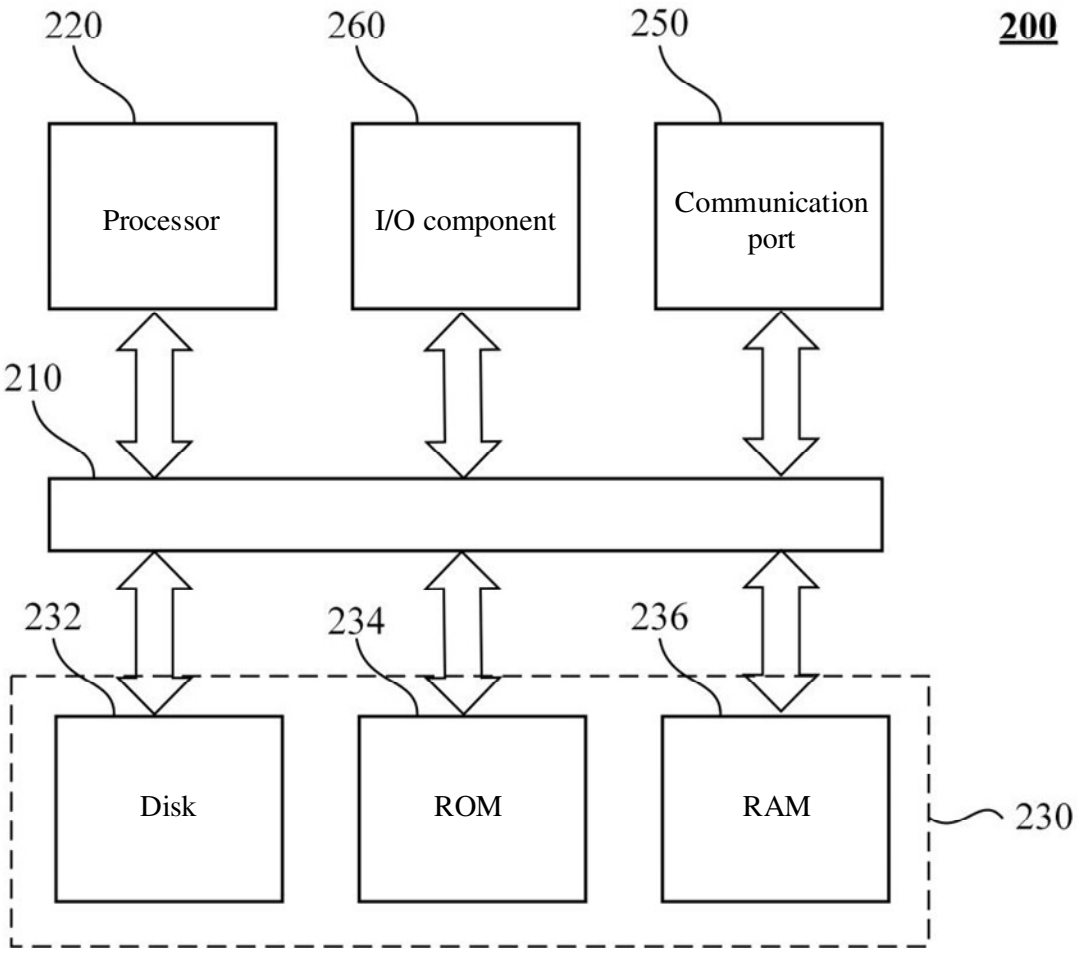

220
260
250
200
Processor
I/O component
Communication port
210
232
234
236
Disk
ROM
RAM
230

FIG. 2

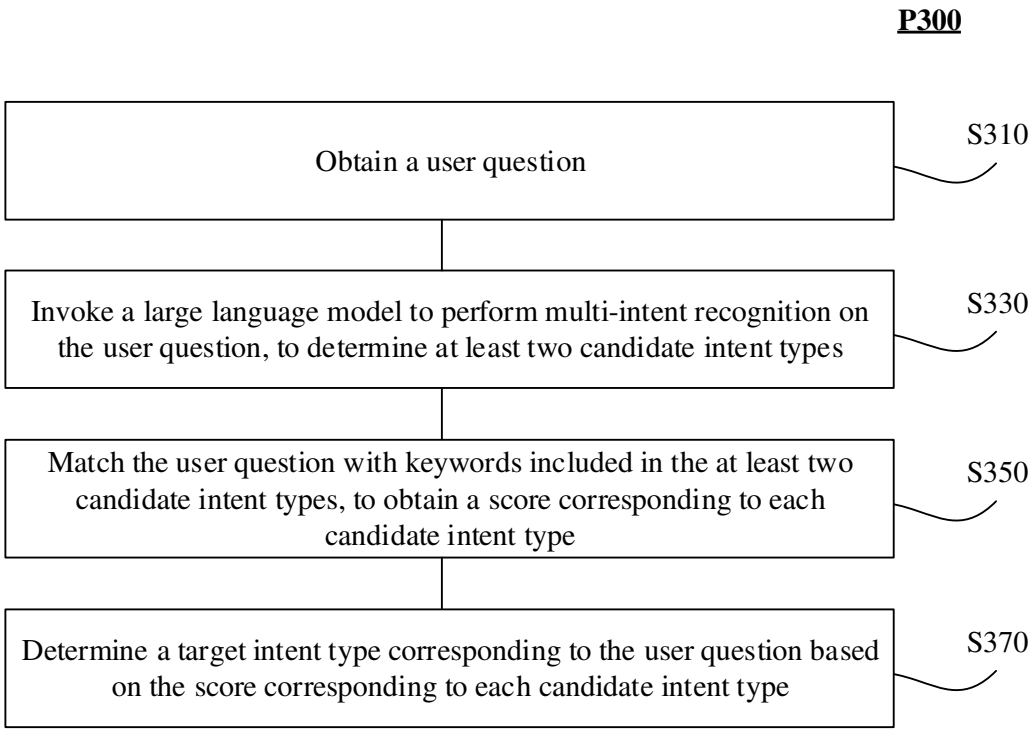

P300
Obtain a user question
S310
Invoke a large language model to perform multi-intent recognition on the user question, to determine at least two candidate intent types
S330
Match the user question with keywords included in the at least two candidate intent types, to obtain a score corresponding to each candidate intent type
S350
Determine a target intent type corresponding to the user question based on the score corresponding to each candidate intent type
S370

FIG. 3

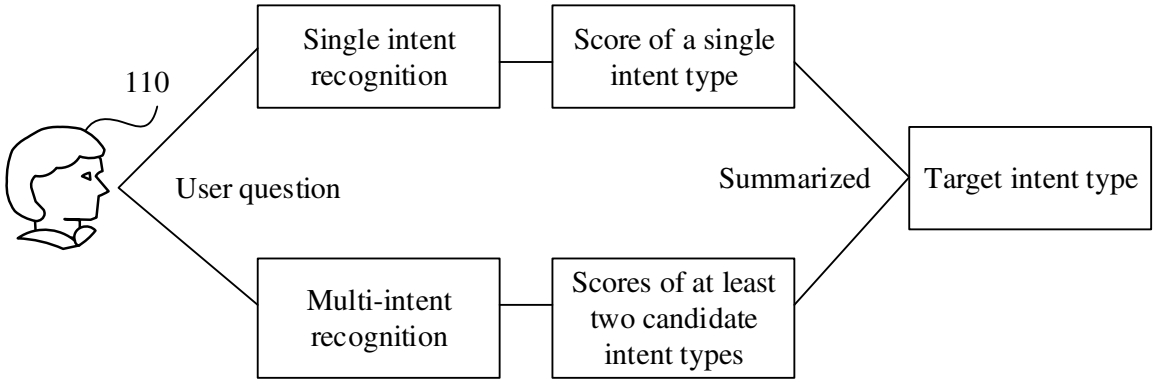

110
User question
Single intent recognition
Score of a single intent type
Multi-intent recognition
Scores of at least two candidate intent types
Summarized
Target intent type

FIG. 4

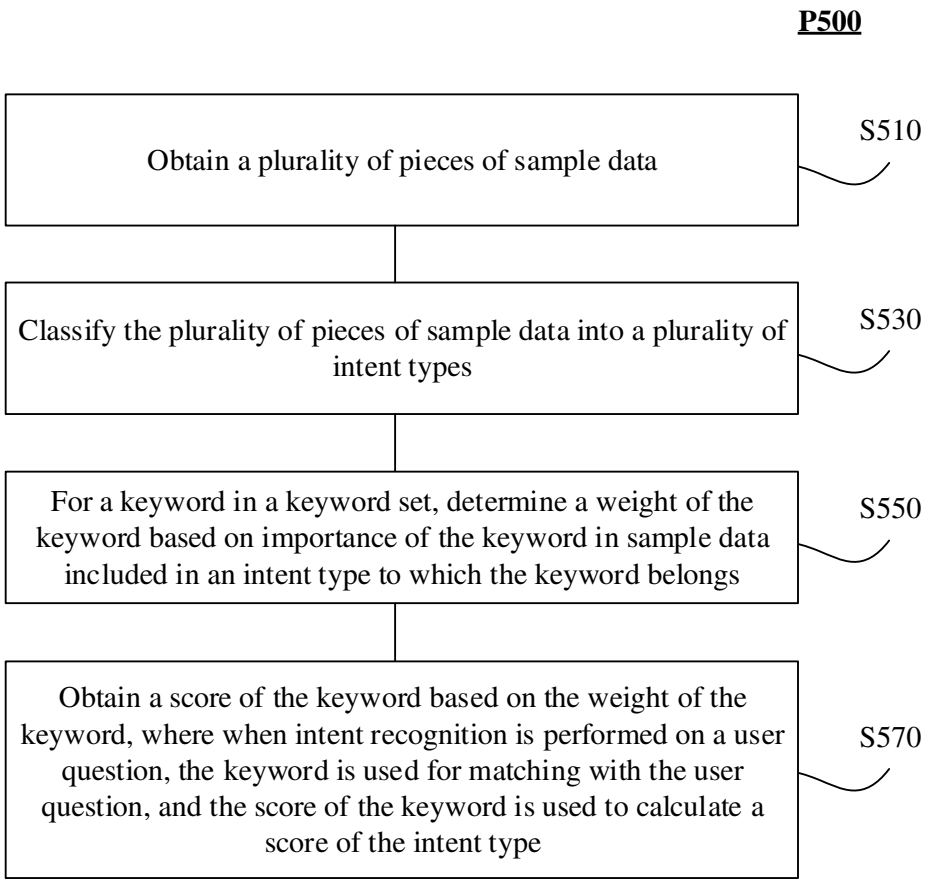

P500
Obtain a plurality of pieces of sample data
S510
Classify the plurality of pieces of sample data into a plurality of intent types
S530
For a keyword in a keyword set, determine a weight of the keyword based on importance of the keyword in sample data included in an intent type to which the keyword belongs
S550
Obtain a score of the keyword based on the weight of the keyword, where when intent recognition is performed on a user question, the keyword is used for matching with the user question, and the score of the keyword is used to calculate a score of the intent type
S570

FIG. 5