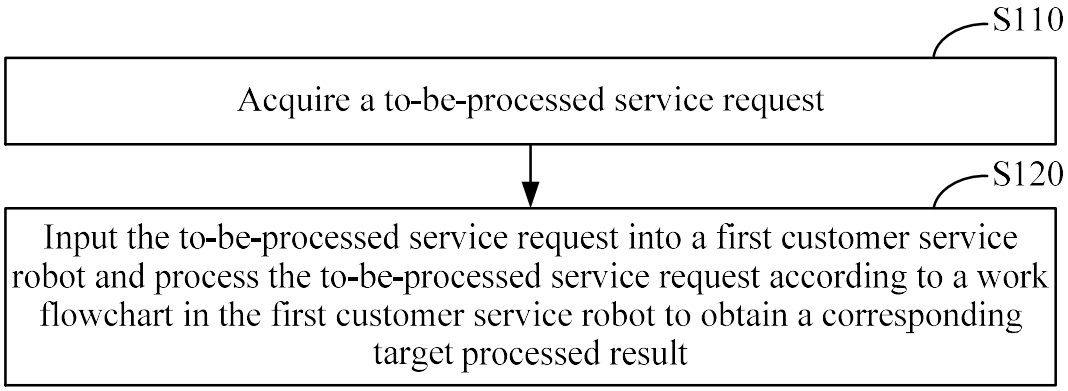

S110
Acquire a to-be-processed service request
S120
Input the to-be-processed service request into a first customer service robot and process the to-be-processed service request according to a work flowchart in the first customer service robot to obtain a corresponding target processed result

FIG. 1

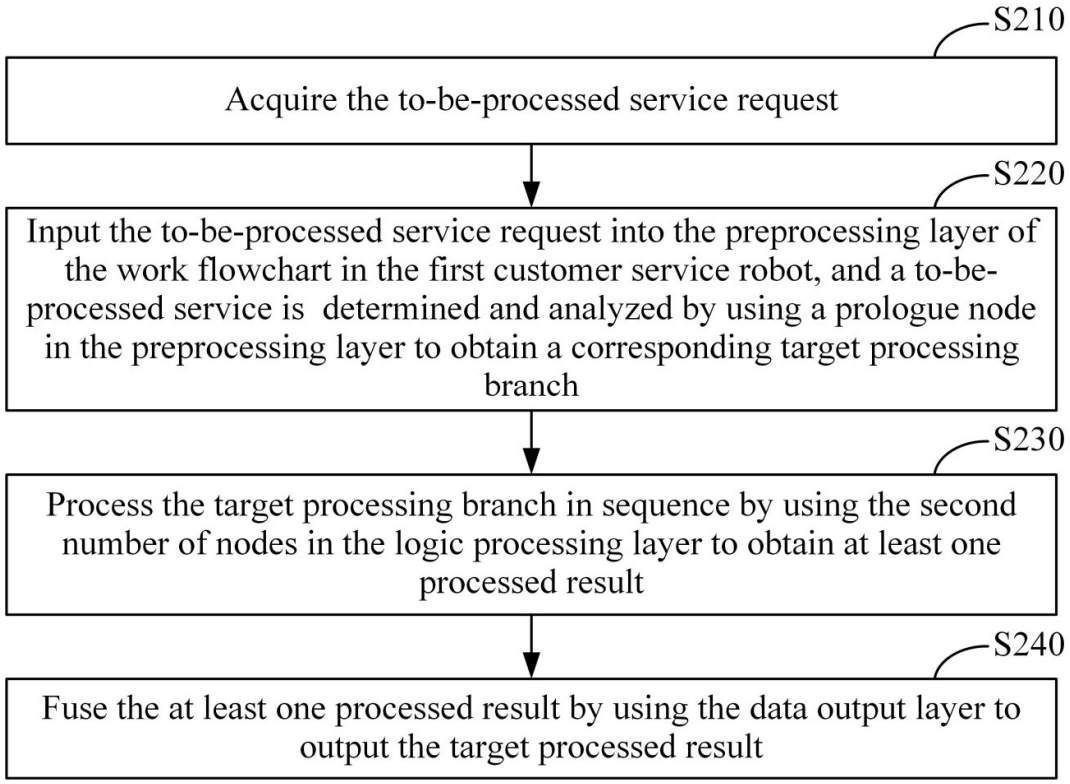

S210
Acquire the to-be-processed service request
S220
Input the to-be-processed service request into the preprocessing layer of the work flowchart in the first customer service robot, and a to-be-processed service is determined and analyzed by using a prologue node in the preprocessing layer to obtain a corresponding target processing branch
S230
Process the target processing branch in sequence by using the second number of nodes in the logic processing layer to obtain at least one processed result
S240
Fuse the at least one processed result by using the data output layer to output the target processed result

FIG. 2

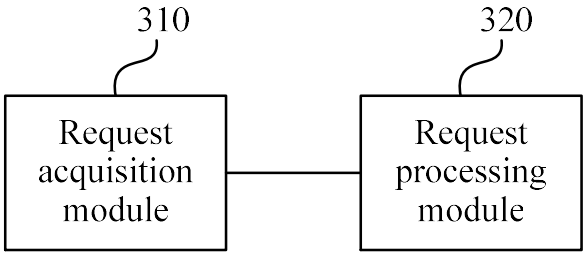

310
320
Request acquisition module
Request processing module

FIG. 3

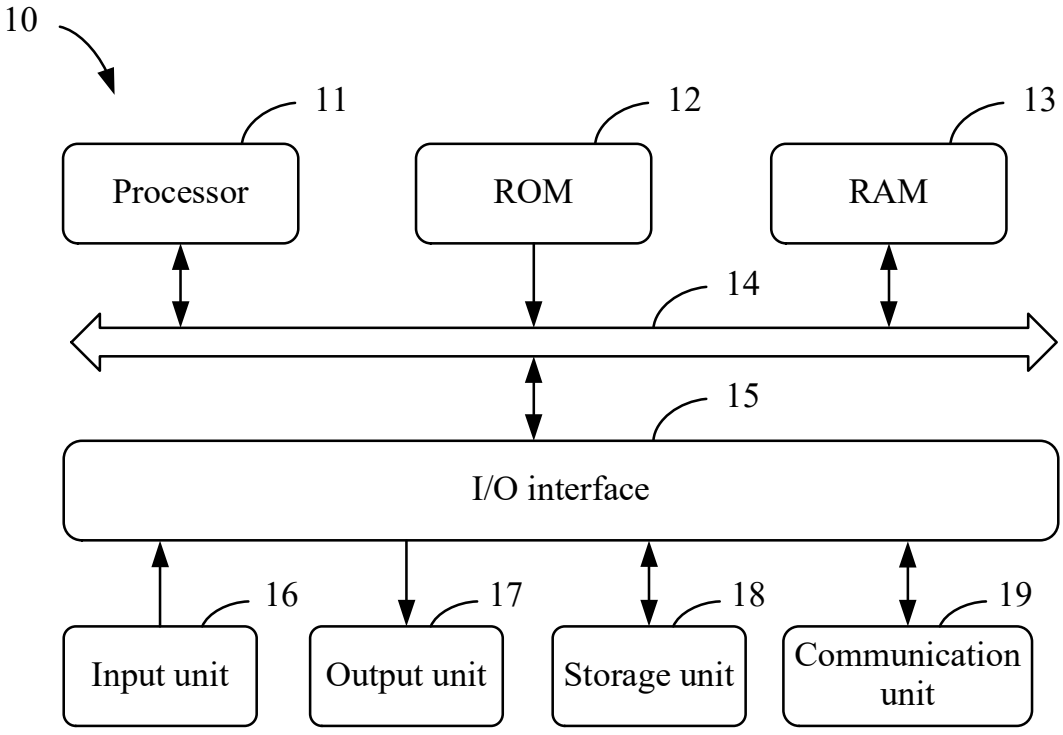

10
11
12
13
Processor
ROM
RAM
14
15
I/O interface
16
17
18
19
Input unit
Output unit
Storage unit
Communication unit

FIG. 4