

QUESTION RECOMMENDATION METHOD AND SYSTEM, KNOWLEDGE BASE GENERATION METHOD AND SYSTEM, AND STORAGE MEDIUM

ABSTRACT

5 This specification provides a question recommendation method and system, a knowledge
base generation method and system, and a storage medium. In the question recommendation
method, in response to detecting that a target transaction is triggered for review, a question
recommendation system obtains transaction description information corresponding to the target
transaction; obtains operation guide data; and obtains historical review data corresponding to at
10 least one historical transaction from a knowledge base. The operation guide data is used to indicate
an alternative question set involved in a transaction review process and a jump relationship
between questions, and the historical review data includes at least transaction description
information corresponding to the historical transaction and a historical question set corresponding
to the historical transaction. Further, the question recommendation system determines, through a
15 large model based on the operation guide data, the historical review data corresponding to the at
least one historical transaction, and the transaction description information corresponding to the
target transaction, a target question set for reviewing the target transaction, and outputs the target
question set.

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FIG. 3