ABSTRACT

SERVICE REQUEST PROCESSING METHOD AND APPARATUS, DEVICE, AND MEDIUM

Provided are a service request processing method and apparatus, a device, and a medium. The method includes acquiring a to-be-processed service request; and inputting the to-be-processed service request into a first customer service robot and processing the to-be-processed service request according to a work flowchart in the first customer service robot to obtain a corresponding target processed result, where the work flowchart includes a first number of nodes, and the first number of nodes are categorized according to service functions.

[FIG. 1]