# METHOD AND WORK ORDER SYSTEM FOR PROCESSING WORK ORDER TASK, STORAGE MEDIUM, AND COMPUTER SYSTEM

## 说　明　书　摘　要

本说明书实施例公开了一种工单单任务的处理方法、工单系统、存储介质和计算机系统，该方法包括：利用目标大模型，对工单任务对应的用户问题进行意图识别，获得目标意图；对工单任务执行至少一轮任务处理操作；任务处理操作包括：利用目标大模型，对目标意图以及前一决策结果中所包括的前一查询动作进行推理决策，获得本轮决策结果，并利用与知识推理图谱中的至少一个目标节点相对应的至少一个目标执行工具，执行本轮决策结果中所包括的本轮查询动作，获得用于对工单任务生成问题答复的本轮查询结果。

Embodiments of this specification disclose a method and work order system for processing a work order task, a storage medium, and a computer system. The method includes: performing intent recognition on a user question corresponding to the work order task by using a target large model; and performing at least one round of task processing operations on the work order task, where the task processing operations include: performing, by using the target large model, reasoning and decision on the target intent and a previous query action included in a previous decision result, to obtain a decision result of the current round, and executing a query action that is in the current round and that is included in the decision result of the current round by using at least one target execution tool corresponding to at least one target node in a knowledge reasoning graph, to obtain a query result that is of the current round and that is used to generate a question answer for the work order task.

(FIG. 3)