

## Abstract

A method and a device for outputting insurance outbound conversation information based on a generative large language model are provided, aiming to solve the problem of low accuracy in the output of insurance outbound conversation information based on  
5 generative large language models, which relates to the technical field of data processing. The method includes: acquiring conversation information in outbound consultation on an insurance product; classifying the conversation information with a trained generative large language model to obtain a classification result of the conversation information, where the generative large language model is trained with a training sample set obtained by  
10 performing deduplication on crossing area in formulated conversation sample data; and determining the insurance outbound conversation information for the outbound consultation based on the classification result and outputting the insurance outbound conversation information.

[Fig. 1]