SERVICE CONVERSATION RISK MONITORING METHOD AND SYSTEM, AND STORAGE MEDIUM

ABSTRACT

This specification provides a service conversation risk monitoring method and system, and a storage medium, to obtain newly generated conversation content in a service conversation, input the newly generated conversation content to a target queue, and sequentially perform risk monitoring based on a large model on conversation content in the target queue in an arrangement sequence. According to the service conversation risk monitoring method and system, and the storage medium provided in this specification, conversations generated in a service process can be collected in real time, and risk monitoring can be performed on the service conversations based on a large model, to monitor quality of service in real time.

FIG. 3