

ABSTRACT

[Problem] To provide a method capable of effectively creating and updating a question-and-answer collection by extracting and organizing a question part and an answer part from conversation. [Solution] This method for automatically creating a question-and-answer collection using a computer, causes the computer to execute: a speech analysis step for analyzing speech related to conversation and obtaining phonetic words that are words included in the conversation; a word group analysis step for analyzing which of a plurality of keywords the phonetic words correspond to; a question-and-answer creation step for creating a question and an answer to the question by using the phonetic words; and a question-and-answer acquisition step for obtaining questions and answers related to the keywords recorded in the question-and-answer collection, using the classified questions, the answers to the questions, and the keywords determined to correspond.