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Feature: from chat to intellectual – chat robot "evolutic

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Xinhua News Agency, Beijing, May 26th feature: from chat to intellectual – chat robot "evolution"

Xinhua News Agency reporter Peng Qian

Now want to find a robot chat is no longer difficult, from the small ice, small Na such a Meng sister, and then to the nonsense little yellow chicken, or like the old Longquan Temple "leisure two" machine monk, you can always find their favorite Of that one.

However, with a variety of chat robots have sprung up, people are demanding more and more, only talk about that is far enough. In addition to chatting, chat robots began to be more "intellectual". On the one hand, their knowledge is richer, become a good man, and even become "experts"; the other hand, they are more understanding, more personality.

From an assistant to an expert

Artificial intelligence experts have a very bold prediction: chat robots will be the next generation of human-computer interaction platform.

In daily life, the interaction between people and mobile phones is a typical human-computer interaction scene. However, there is no discovery App opening frequency is getting lower and lower? To chat robot-based man-machine dialogue system in the future may replace App as a new interactive platform.

Has gradually become the major mobile phone manufacturers standard voice assistant has shown that the convenience of this interaction. We do not need to open the App, but that a word can be achieved. For example, ask Apple's Siri how to go home in the peak as soon as possible, it will automatically open the map to show the route to avoid congestion.

And assistant-type chat robots and Internet of things combined for intelligent home, automotive equipment and other intelligent terminals to provide smart "brain", so that the machine understand people. Such as embedded artificial intelligence voice assistant Alexa's Amazon Echo smart speakers to complete the switch household appliances, music, online shopping and other tasks.

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landing hot cases, banking, retail, communications and other areas of online customer service systems have joined the intelligent customer service interface.

"The next five to ten years, intelligent customer service will be widely used in many important areas, there must be a large part of the duplication of work will be replaced by intelligent customer service, and perfect combination with the artificial customer service, making a substantial increase in customer service efficiency." Microsoft Asia Research Institute executive vice Dean Zhou Ming in the recently held 2017 Global Artificial Intelligence Technology Conference said.

据介绍，微软智能客服最近已在美国上线，可帮客户逐步解决很多微软产品的问题，如果解决不了可马上连入人工客服。

“人机对话系统的角色在不断演进过程中，助手是用户说什么，它做什么；而下一个进化阶段就是有知识的专家，用户表达浅层需求，具体怎么做由专家来决策和执行，还可以根据用户喜好主动推荐，”云知声人工智能实验室技术专家刘升平说。

刘升平表示，专家型聊天机器人需要庞大的知识图谱做支撑，在知识问答、个性推荐和教学方面都有广泛应用。

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