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.
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.

According to Microsoft, intelligent service is the core of artificial intelligence, and it is an important trend in industry and the future of customer service industry. Intelligent customer service is the current chat robot in the specific industries, and the development of the specific industry is closely related to the development of artificial intelligence. For example, in the landing hot cases, banking, retail, communications and other areas of online customer service systems have joined the intelligent customer service interface.

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