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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 44191-2024

**Guidelines for the construction of knowledge base of
government services hotline**

政务服务便民热线知识库建设指南

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Guidelines for the Construction of a Knowledge Base for Government Service Hotlines

1 Scope

1 Scope

This document provides the basic principles, preparations, and implementation of the government service hotline (hereinafter referred to as the "hotline") knowledge base.

Provide guidance and suggestions on implementation, maintenance and update, and evaluation and improvement.

This document applies to the planning, construction and maintenance of the hotline knowledge base.

2 Normative references

GB/T 44189

3 Terms and definitions

The terms and definitions defined in GB/T 44189 apply to this document.

4.1 Authoritative and accurate

Standardize the source of knowledge content, improve the knowledge content reserve, improve the quality of knowledge content, realize the value of knowledge content, and ensure the formation of a unified caliber 1 Accurate, effective and credible knowledge content.

4.2 Standardization

Clarify the standards for knowledge base system construction, management, use and maintenance, and standardize the various links such as knowledge content collection, entry, review and release.

To realize the standardization, normalization and systematization of knowledge base construction.

4.3 Co-construction and sharing

The hotline work agencies and the hosting departments jointly maintain the knowledge base construction, share knowledge content, broaden the knowledge base service channels, and promote Open up knowledge content and improve the efficiency of knowledge base services.

4.4 Real-time Update

According to the changes in business content, latest policies, hot issues and other knowledge content, timely supplement and improve the knowledge base and make changes.

Ensure the practicality, accuracy and reliability of knowledge content.

4.5 Digital empowerment

Innovatively use new technologies such as big data, blockchain, and artificial intelligence to gradually realize the intelligentization of knowledge bases according to the actual situation of hotlines in various regions Build, renovate and upgrade to enhance the hotline's ability to respond quickly and answer accurately.