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Artificial intelligence - Technical requirements for large-scale model system of customer service

人工智能 客服大模型系统技术要求

(English Translation)

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Foreword

GB/Z 234-2026 is a national guiding technical document (GB/Z) of the People's Republic of China, issued on 27 August 2026 by the State Administration for Market Regulation and the Standardization Administration of China.

It is under the responsibility of the Standardization Administration of China.

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1 Scope

Technical requirements for large-scale model systems used in customer service are set out in this guiding technical document on artificial intelligence. Contact centres and service platforms increasingly rely on large models to answer enquiries, so a shared description of what such a system should provide is useful to those who build, buy or assess them. Customer service software vendors, AI model developers, enterprises running service centres, integrators and testing organisations are the main audience. As a GB/Z document it offers guidance rather than mandatory requirements, and its use is voluntary. It was issued on 27 August 2026 by the Standardization Administration of China. Teams drafting requirements, selecting suppliers or planning evaluation of customer service model systems in China can use it as a national technical reference.

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