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NATIONAL STANDARD OF THE

PEOPLE'S REPUBLIC OF CHINA

GB/Z 298-2026

Digital government-Guidelines for the construction of intelligent customer service system

数字政府 智能客服系统建设指南

(English Translation)

Issued on: September 24, 2026

Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC

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1 Foreword

GB/Z 298-2026 was issued by State Administration for Market Regulation; Standardization Administration of the PRC on 24 September 2026.

The GB/Z prefix marks a guiding technical document.

The document runs to 15 pages in English translation.

2 Scope Preview

GB/Z 298-2026 carries no ICS number and no Chinese Standard Classification code.

This catalogue holds 1,142 other GB/Z standards.

Of the 939 GB/Z standards that do carry an ICS number, 136 (14%) fall under ICS 35, in the field of information technology.

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3 About this standard

Issued by: State Administration for Market Regulation; Standardization Administration of the PRC

English translation: about 15 pages (approximate)

4 Classification and status

Prefix GB/Z: guiding technical document.

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