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ICS 35.240
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YD

INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

YD/T 4394.5-2023

Natural language processing technology and product evaluation methods - Part 5: Intelligent customer service system

自然语言处理技术及产品评估方法 第5部分：智能客服系统

(English Translation)

Issued on: December 20, 2023 **Implemented on: April 1, 2024**

Issued by: Ministry of Industry and Information Technology

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1 Foreword

YD/T 4394.5-2023 was issued by Ministry of Industry and Information Technology on 20 December 2023 and has been in force since 1 April 2024.

It is one of 8 parts of the YD/T 4394 series.

The YD/T prefix marks a recommended standard. It is not law in itself: it becomes binding when a contract names it, when a regulation or a mandatory standard refers to it, or when a producer declares conformity with it.

2 Scope Preview

This standard specifies the indicators and evaluation methods for intelligent customer service such as outbound calls, inbound calls, voice navigation, and online consultation. It mainly includes four dimensions: basic functions, AI core technology support capabilities, enterprise service capabilities, and system maturity. This standard is applicable to guide third-party evaluation agencies to carry out intelligent customer service system evaluation, acceptance, etc., and is also applicable to various intelligent customer service product forms such as outbound calls, inbound calls, language navigation, and online intelligent consultation systems.

YD/T 4394.5-2023 falls under ICS 35.240, in the field of information technology.

This catalogue holds 725 other YD/T standards in that field.

In this catalogue, YD/T standards carry edition years from 1982 to 2026.

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3 About this standard

Sector: Telecommunication Industry Standard (Recommended)

Issued by: Ministry of Industry and Information Technology

English translation: about 15 pages (approximate)

4 Related standards

Other parts of this standard:

YD/T 4394.1-2023 - Part 1: Basic service platform

YD/T 4394.2-2023 - Natural Language Processing Technology and Product Evaluation Methods - Part 2: Dialogue Systems

YD/T 4394.3-2023 - Natural Language Processing Technology and Product Evaluation Methods - Part 3: Intelligent Translator

YD/T 4394.4-2023 - Part 4: Machine simultaneous interpretation system

YD/T 4394.6-2023 - Part 6: Customer service quality inspection system

YD/T 4394.9-2026 - Natural language processing technology and product evaluation method - Part 9: opinion mining system

YD/T 4394.10-2025 - Natural language processing technology and product evaluation method - Part 10: Knowledge-based question answering system

Standards on related subjects:

GB/T 36073-2018 - Data management capability maturity assessment mode

5 Classification and status

International classification (ICS): 35.240

Chinese Standard Classification (CCS): L 67

Prefix YD/T: recommended standard.

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