* **Objective 1: Knowledge Supporting and Explanation**

+ Translate the locale question to English

+ Recognize the attributes of user’s question

+ Process the relationship of these attributes

+ Query the Knowledge Base

+ Show the response to user

Text

Description automatically generated

* **Objective 2: Personalized Problem Recognition based on user’s journal history**

+ Analysis the User behavior (the user’s questions, considerations, time, location, etc.,) by recognizing user’s problems

+ Generate the relevance hints to help user verify his/her problem

+ Verify the problem with Consultant Specialist, support user to find the adorable solution

+ Predict and point out the potential problem based on different context

+ Help user understand his problem by recommending the best context and solution

**Graphical user interface

Description automatically generated with medium confidence**