METHOD, DEVICE, MOBILE TERMINAL, AND COMPUTER-READABLE STORAGE MEDIUM FOR INVESTIGATING DATA

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] The present application is the National Stage of International Application No. PCT/CN2017/089799 filed June 23, 2017, which claims the benefit of China Patent Application No. 201710169229.1, filed March 17, 2017 before the State Intellectual Property Office and entitled "Method and Device for Investigating Data".

[0002] TECHNICAL FIELD

[0003] The present application relates generally to the technical field of insurance, and more particularly relates to a method, a device, a mobile terminal, and a computer-readable storage medium for investigating data.

[0004] BACKGROUND

[0005] In the course of processing an insurance claim, the insuring party typically needs to dispatch an investigator to a designated place such as a hospital or an accident site to perform a corresponding investigation. During the process of performing an investigation task, the investigator usually needs to bring along the relevant investigation materials, a notebook, and so on, and then carry out an on-site investigation when arriving at the designated investigation spot. After completion of the on-site investigation, the investigator needs to return to the company to fill in the investigation results, which however can only be done after sorting out the investigation matters recorded on the site. This makes the investigation carried out by the investigator exceedingly cumbersome, resulting in inconvenience to the investigator and relatively low investigation efficiency.

[0006] SUMMARY

[0007] The present application provides a method, a device, a mobile terminal, and a computer-readable storage medium for investigating data, which improve the convenience and efficiency of investigating data.

administrative region authority corresponds an institution to which an insurance policy associated with a settlement belongs, pushing the corresponding investigation task of the investigation request to a corresponding terminal of the target investigating role for assignment; otherwise when the corresponding target investigating role hasn't be acquired, pushing the investigation task to a predetermined administrative investigating role of an upper-level administrative region for assignment.

8. A device for investigating data, comprising:

a determination module, configured to start an investigation application program preinstalled on a mobile terminal, receive an investigation request in a display interface of the investigation application program, and determine whether a corresponding initiator of the investigation request is a predetermined investigating role;

a receiving module, configured to receive an assignment instruction and assign the investigation task when the corresponding initiator of the investigation request is the predetermined investigating role and the corresponding investigation task of the investigation request is a predetermined task; and

an execution module, configured to perform a corresponding transfer or assignment of the investigation task after determining the investigation task needs to be transferred or assigned, when the corresponding initiator of the investigation request is the predetermined investigating role and the corresponding investigation task of the investigation request is not the predetermined task.

9. A mobile terminal, comprising a processor and a memory, wherein the processor is configured to execute a data investigation program stored in the memory to perform the following operations:

starting an investigation application program preinstalled on the mobile terminal, receiving an investigation request in a display interface of the investigation application program, and determining whether a corresponding initiator of the investigation request is a predetermined investigating role;

receiving an assignment instruction and assigning the investigation task when the corresponding initiator of the investigation request is the predetermined investigating role and a corresponding investigation task of the investigation request is a predetermined task; and

performing a corresponding transfer or assignment of the investigation task after determining the investigation task needs to be transferred or assigned, when the corresponding initiator of the investigation request is the predetermined investigating role and the corresponding investigation task of the investigation request is not the predetermined task.

10. The mobile terminal of claim 9, wherein the processor is configured to execute the data investigation program stored in the memory to perform the following operations in receiving the assignment instruction to assign the investigation task:

receiving the assignment instruction to assign a plurality of different subtasks, and determining whether the assigned subtasks are predetermined tasks; and

when the assigned subtasks are the predetermined tasks, receiving a corresponding investigation task conclusion returned from a corresponding main

investigator of the subtasks after the main investigator completes the investigation task.

11. The mobile terminal of claim 10, wherein the processor is further configured to execute the data investigation program stored in the memory to further perform the following operations subsequent to determining whether the assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator returns his locally performed subtask;

when the main investigator returns his locally performed subtask, receiving an investigation result returned from an auxiliary investigator;

when the main investigator doesn’t return his locally performed subtask, determining whether all the subtasks have been submitted except the subtask performed by the main investigator;

if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have not been submitted; and

otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

12. A mobile terminal of claim 10, wherein the processor is configured to execute the data investigation program stored in the memory to further perform the following operations subsequent to determining whether assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator applies for a subtask;

when the main investigator applies for a subtask, determining whether the main investigator is to return his performed subtask; if the main investigator is to return his performed subtask, determining again whether the main investigator applies for a subtask; and if the main investigator is not to apply for a subtask, performing a transfer or assignment;

when the main investigator doesn’t apply for a subtask, determining whether all the subtasks have been submitted except the subtask performed by the main investigator; if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have been submitted; otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

13. The mobile terminal of claim 10, wherein the processor is configured to execute the data investigation program stored in the memory to further perform the following operations subsequent to determining whether the assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator reviews a subtask submitted by a predetermined investigating role in a foreign region;

when the main investigator reviews the subtask submitted by the predetermined investigating role in the foreign region, determining whether there is an auxiliary investigation task in the foreign region; if there isn’t an auxiliary investigation task in the foreign region, determining a feedback of the predetermined investigating role in the foreign region is completed; otherwise if there is the auxiliary investigation task in

the foreign region, receiving the subtask returned by an auxiliary investigator in the foreign region when there is the predetermined investigating role in the foreign region doing the review, or determining a feedback of the predetermined investigating role in the foreign region is completed when there isn't the predetermined investigating role in the foreign region doing the review;

when the main investigator doesn't review the subtask submitted by the predetermined investigating role in the foreign region, determining whether all the subtasks have been submitted except the subtask performed by the main investigator; if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have been submitted; otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

14. The mobile terminal of claim 9, wherein the processor is configured to execute the data investigation program stored in the memory to further perform the following operations subsequent to determining whether the corresponding initiator of the investigation request is the predetermined investigating role;

when the corresponding initiator of the investigation request is not the predetermined investigating role, acquiring a target investigating role whose administrative region authority corresponds to an institution to which an insurance policy associated with a settlement belongs, pushing the corresponding investigation task of the investigation request to a corresponding terminal of the target investigating role for assignment; otherwise when the corresponding target investigating role hasn't

been acquired, pushing the investigation task to a predetermined administrative investigating role of an upper-level administrative region for assignment.

15. A computer-readable storage medium storing one or more programs that are executable by one or more processors to perform the following operations:

starting an investigation application program preinstalled on a mobile terminal, receiving an investigation request in a display interface of the investigation application program, and determining whether a corresponding initiator of the investigation request is a predetermined investigating role;

receiving an assignment instruction to assign the investigation task, when the corresponding initiator of the investigation request is the predetermined investigating role and a corresponding investigation task of the investigation request is a predetermined task; and

performing a corresponding transfer or assignment of the investigation task after determining the investigation task needs to be transferred or assigned, when the corresponding initiator of the investigation request is the predetermined investigating role and the corresponding investigation task of the investigation request is not the predetermined task.

16. The computer-readable storage medium of claim 15, wherein the one or more programs are configured to be executed by the one or more processors to perform the following operations in receiving the assignment instruction to assign the investigation task:

receiving the assignment instruction to assign a plurality of different subtasks, and determining whether the assigned subtasks are predetermined tasks; and

when the assigned subtasks are the predetermined tasks, receiving a corresponding investigation task conclusion returned from a corresponding main investigator of the subtasks after the main investigator completes the investigation task.

17. The computer-readable storage medium of claim 16, wherein the one or more programs are configured to be executed by the one or more processors to further perform the following operations subsequent to determining whether the assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator returns his locally performed subtask;

when the main investigator returns his locally performed subtask, receiving an investigation result returned from an auxiliary investigator;

when the main investigator doesn’t return his locally performed subtask, determining whether all the subtasks have been submitted except the subtask performed by the main investigator;

if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have been submitted; and

otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

18. The computer-readable storage medium of claim 16, wherein the one or more programs are configured to be executed by the one or more processors to further perform the following operations subsequent to determining whether the assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator applies for a subtask;

when the main investigator applies for a subtask, determining whether the main investigator is to return his performed subtask; if the main investigator is to return his performed subtask, determining again whether the main investigator applies for a subtask; and if the main investigator is not to apply for a subtask, performing a transfer or assignment;

when the main investigator doesn’t apply for a subtask, determining whether all the subtasks have been submitted except the subtask performed by the main investigator; if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have been submitted; otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

19. The computer-readable storage medium of claim 16, wherein the one or more programs are configured to be executed by the one or more processors to further perform the following operations subsequent to determining whether the assigned subtasks are the predetermined tasks:

when the assigned subtasks are not the predetermined tasks, determining whether the main investigator reviews a subtask submitted by a predetermined investigating role in a foreign region;

when the main investigator reviews the subtask submitted by the predetermined investigating role in the foreign region, determining whether there is an auxiliary investigation task in the foreign region; if there isn’t an auxiliary investigation task in

the foreign region, determining a feedback of the predetermined investigating role in the foreign region is completed; otherwise if there is the auxiliary investigation task in the foreign region, receiving the subtask returned by an auxiliary investigator in the foreign region when there is the predetermined investigating role in the foreign region doing the review, or determining a feedback of the predetermined investigating role in the foreign region is completed when there isn't the predetermined investigating role in the foreign region doing the review;

when the main investigator doesn't review the subtask submitted by the predetermined investigating role in the foreign region, determining whether all the subtasks have been submitted except the subtask performed by the main investigator; if not all the subtasks have been submitted, outputting a related alert message noting not all the subtasks have been submitted; otherwise if all the subtasks have been submitted, receiving a corresponding investigation task conclusion returned by the main investigator.

20. The computer-readable storage medium of claim 15, wherein the one or more programs are configured to be executed by the one or more processors to further perform the following operations subsequent to determining whether the corresponding initiator of the investigation request is the predetermined investigating role:

when the corresponding initiator of the investigation request is not the predetermined investigating role, acquiring a target investigating role whose administrative region authority corresponds to an institution to which an insurance policy associated with a settlement belongs, pushing the corresponding investigation

task of the investigation request to a corresponding terminal of the target investigating role for assignment; otherwise when the corresponding target investigating role hasn’t been acquired, pushing the investigation task to a predetermined administrative investigating role of an upper-level administrative region for assignment.