

DATA PROCESSING METHOD AND APPARATUS

[0001] The present application claims priority to Chinese Patent Application No. 201510763290.X, filed on November 10, 2015 and entitled "DATA PROCESSING METHOD AND APPARATUS", which is incorporated herein by reference in its entirety.

TECHNICAL FIELD

[0002] The present invention relates to the field of computer technologies, and more particularly, to a data processing method and apparatus.

BACKGROUND

10 [0003] Currently, a user often performs operations such as browsing a web page, making an online payment, or registering an account on a terminal device. However, sometimes these operations cannot be successfully performed for various reasons. For example, online payment can fail or a web page browsed cannot be displayed.

[0004] Generally, when encountering a problem, a user usually calls a customer service representative for help. After the call is connected, the user needs to describe the problem to the customer service representative, such as a symptom related to the problem, latest operations performed by the user, or information returned by a server. The customer service representative determines a cause of the problem based on description from the user and expertise of the customer service representative, and then helps the user resolve the problem.

[0005] However, the user sometimes cannot clearly describe the problem, or the customer service representative cannot thoroughly understand the description from the user right away because of different perspectives of the problem. As a result, it can take additional communication time for the customer service representative to determine the cause of the problem, thereby increasing labor costs.

SUMMARY

[0006] To overcome problems in related technologies, the present invention provides a data processing method and apparatus.

[0007] According to a first aspect of implementations of the present invention, a data processing method is provided and applied to a server, where the method includes: obtaining interaction data between a user and the server; detecting, based on the interaction data, whether an abnormal event has occurred; obtaining attribute information of the user when an abnormal event occurred; searching a locally stored first correspondence between attribute information corresponding to the abnormal event, a cause, and a weight for a record that includes the attribute information and a largest weight; and determining a cause in the record as a cause of the abnormal event.

[0008] The method further includes: processing the abnormal event based on the determined cause. When a plurality of abnormal events have occurred, the processing of the abnormal event based on the determined cause includes: sorting the plurality of abnormal events in a predetermined abnormal event order; and sequentially processing, in an order of the sorted abnormal events, the abnormal events based on causes of the abnormal events until the abnormal events are processed.

[0009] The processing of the abnormal event based on the determined cause includes: obtaining a locally stored second correspondence between a cause corresponding to the abnormal event and a processing solution; obtaining, from the second correspondence, a processing solution corresponding to the determined cause; and processing the abnormal event based on the processing solution.

[0010] After the processing of the abnormal event based on the determined cause, the method further includes: receiving feedback data that is fed back by the user based on a processing result obtained from the server that has processed the abnormal event; and when the feedback data includes an agreement identifier, adding a weight in a record that includes the attribute information and the determined cause to the first correspondence; or when the feedback data includes a disagreement identifier, receiving a cause of the abnormal event that is sent by a customer service representative, where the received cause is sent after the customer service representative interacts with the user; and if the first correspondence includes

a record that includes the attribute information and the received cause, adding a weight in the record that includes the attribute information and the received cause; or if the first correspondence does not include a record that includes the attribute information and the received cause, setting an initial weight, and storing the attribute information, the received cause, and the initial weight in the first correspondence as a single record.

[0011] Based on a second aspect of the implementations of the present invention, a data processing apparatus is provided and applied to a server, where the apparatus includes: a first acquisition module, configured to obtain interaction data between a user and the server; a detection module, configured to detect, based on the interaction data, whether an abnormal event occurred; a second acquisition module, configured to obtain attribute information of the user when an abnormal event occurred; a search module, configured to search a locally stored first correspondence between attribute information corresponding to the abnormal event, a cause, and a weight for a record that includes the attribute information and a largest weight; and a determining module, configured to determine a cause in the record as a cause of the abnormal event.

[0012] The apparatus further includes: a processing module, configured to process the abnormal event based on the determined cause. When a plurality of abnormal events have occurred, and the processing module includes: a sorting unit, configured to sort the plurality of abnormal events in a predetermined abnormal event order; and a first processing unit, configured to sequentially process, in an order of the sorted abnormal events, the abnormal events based on causes of the abnormal events until the abnormal events are processed.

[0013] The processing module includes: a first acquisition unit, configured to obtain a locally stored second correspondence between a cause corresponding to the abnormal event and a processing solution; a second acquisition unit, configured to obtain, from the second correspondence, a processing solution corresponding to the determined cause; and a second processing unit, configured to process the abnormal event based on the processing solution.

[0014] The apparatus further includes: a first receiving module, configured to receive feedback data that is fed back by the user based on a processing result obtained from the server that has processed the abnormal event; and a first addition module, configured to: add a weight in a record that includes the attribute

information and the determined cause to the first correspondence, when the feedback data includes an agreement identifier; or a second receiving module, configured to: receive a cause of the abnormal event that is sent by a customer service representative, when the feedback data includes a disagreement identifier, where the received cause is sent after the customer service representative interacts with the user; and a second addition module, configured to: add a weight in the record that includes the attribute information and the received cause, if the first correspondence includes a record that includes the attribute information and the received cause; or a storage module, configured to: set an initial weight, store the attribute information, the received cause, and the initial weight in the first correspondence as a single record, if the first correspondence does not include a record that includes the attribute information and the received cause.

[0015] The technical solutions provided in the implementations of the present invention can deliver the following beneficial effects: In the present invention, the interaction data between the user and the server is obtained; whether an abnormal event occurred is detected based on the interaction data; when an abnormal event occurred, the attribute information of the user is obtained; and the locally stored first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight is searched to identify the record that includes the attribute information and the largest weight; and the cause in the record is determined as the cause of the abnormal event. In this process, the user does not need to communicate with the customer service representative, the customer service representative does not need to determine the cause of the abnormal event by communicating with the user, and the cause of the abnormal event can be determined by using the attribute information of the user and the first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight. Therefore, labor costs are saved.

[0016] It should be understood that the previous general description and the following detailed description are only examples and are explanatory. They do not limit the present invention.

BRIEF DESCRIPTION OF DRAWINGS

[0017] The accompanying drawings herein are incorporated in the specification,

constitute a part of the specification, show implementations that are in accordance with the present invention, and are used with the specification to explain principles of the present invention.

5 [0018] FIG. 1 is a flowchart illustrating a data processing method based on an example implementation;

[0019] FIG. 2 is a schematic diagram illustrating a decision tree model based on an example implementation;

[0020] FIG. 3 is a flowchart illustrating a data processing method based on an example implementation;

10 [0021] FIG. 4 is a flowchart illustrating a data processing method based on an example implementation; and

[0022] FIG. 5 is a block diagram illustrating a data processing apparatus based on an example implementation.

DESCRIPTION OF EMBODIMENTS

15 [0023] Example implementations are described in detail here, and examples of the implementations are presented in the accompanying drawings. When the following description relates to the accompanying drawings, unless specified otherwise, same numbers in different accompanying drawings represent same or similar elements. Implementations described in the following implementations do not represent
20 implementations based on the present invention. Instead, they are only examples of apparatus and methods based on some aspects of the present invention that are described in detail in the appended claims.

[0024] FIG. 1 is a flowchart illustrating a data processing method based on an example implementation. As shown in FIG. 1, the method is applied to a server, and
25 the method includes the following steps.

[0025] In step S101, interaction data between a user and the server is obtained.

[0026] The interaction data includes data sent by the user to the server and data returned by the server to the user.

30 [0027] For example, when the user needs to obtain a web page, the user can send to the server, an acquisition request used to obtain the web page, where the acquisition request includes a link of the web page. After receiving the acquisition request, the server obtains the web page based on the link, and can return an acquisition response

to the user based on the acquisition request. The acquisition request and the acquisition response are interaction data between the user and the server.

[0028] As another example, when needing to pay for an item online, the user sends a payment request to the server, where the payment request includes a user account, cost of the item, and a seller account. After receiving the payment request, the server processes the payment request, for example, deducting the cost of the item from a balance included in the user account, then adding the deducted cost of the item to a balance of the seller account, and then returns a payment response to the user. The payment request and the payment response are interaction data between the user and the server.

[0029] In step S102, whether an abnormal event occurred is detected based on the interaction data.

[0030] For example, when a format of a link included in the acquisition request sent by the user to the server and used to obtain the web page is incorrect, the server cannot obtain the web page based on the link. It returns an acquisition response to the user to notify that the web page is not obtained. The acquisition response is interaction information between the user and the server, and the acquisition response indicates that the web page is not successfully obtained. Therefore, it can be determined that an abnormal event occurred.

[0031] As another example, after receiving the payment request, the server deducts the cost of the item from the balance included in the user account. However, if the balance included in the user account is less than the price of the item, the cost of the item cannot be successfully deducted from the balance of the user account, and the cost of the item cannot be added to the balance included in the seller account. As a result, the processing request fails to be processed, and a payment response used to notify that the acquisition request fails to be processed is returned to the user. The payment response is interaction information between the user and the server, and the payment response indicates that payment for the item is unsuccessful. Therefore, it can be determined that an abnormal event occurred.

[0032] When an abnormal event occurs, in step S103, attribute information of the user is obtained.

[0033] The attribute information of the user can be gender, age, etc. of the user stored in the user account, whether the user account is bound to a bank card, whether real-name authentication is performed for the user account, whether a payment

function of the user account is enabled, etc.

[0034] In step S104, a locally stored first correspondence between attribute information corresponding to the abnormal event, a cause, and a weight is searched to identify a record that includes the attribute information and the largest weight.

5 **[0035]** The first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight can be obtained in advance by a technician through configuration, or can be obtained by the server through auto-learning.

[0036] The server can obtain, through auto-learning, the first correspondence
10 between the attribute information corresponding to the abnormal event, the cause, and the weight using the following process:

[0037] In a historical process, when an abnormal event occurred during interaction between a user and the server, a customer service representative can communicate with the user. During communication, the customer service
15 representative determines attribute information of the user and a cause of the abnormal event based on information about the abnormal event described by the user, and then enters the determined attribute information of the user and the determined cause provided to the server. The server receives the attribute information and the cause entered by the customer service representative.

20 **[0038]** The locally stored first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight is searched to identify a record that includes the attribute information and the cause entered by the customer service representative. When a record includes the attribute information and the cause entered by the customer service representative, a weight in the record that includes the
25 attribute information and the cause entered by the customer service representative is added. When no record includes the attribute information and the cause entered by the customer service representative, an initial weight is set, and the attribute information and the cause entered by the customer service representative, and the initial weight are stored in the first correspondence as a single record.

30 **[0039]** Any records in the first correspondence include attribute information, a cause, and a weight. In a historical process, when the attribute information of the user is the attribute information in the record, and the cause is the cause in the record, the weight can be a quantity of times the abnormal event occurred. This holds true for other records in the first correspondence.

[0040] Therefore, in this step, the first correspondence can be searched to identify records that include the attribute information. When a record includes the attribute information, the record that includes the largest weight is selected from the records that includes the attribute information, and step S105 is performed.

5 **[0041]** However, if no record includes the attribute information, to accurately determine the cause of the abnormal event, the server can associate a connection between the server and the user's terminal device with a connection between the server and the customer service representative's terminal device, so that the terminal device of the user is directly connected to the terminal device of the customer service
10 representative, and the customer service representative can directly communicate with the user. During communication, the customer service representative can determine the cause of the abnormal event based on information of the abnormal event described by the user, and then enters the determined cause provided to the server. The server receives the cause entered by the customer service representative, determines the
15 cause entered by the customer service representative as the cause of the abnormal event, sets an initial weight, and stores the obtained attribute information of the user, the cause entered by the customer service representative, and the initial weight in the first correspondence as a single record.

[0042] For example, in this implementation of the present invention, the first
20 correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight can be a decision tree model. For example, a root node in the decision tree model stores an abnormal event. The root node points to at least one level-2 node. Each level-2 node can store attribute information, and each level-2 node can point to at least one level-3 node. Each level-3 node can store a
25 cause. A weight is set between each level-2 node and a level-3 node that the level-2 node points to.

[0043] As shown in FIG. 2, the root node stores an abnormal event X, the root node points to two level-2 nodes: a first level-2 node and a second level-2 node, the first level-2 node stores attribute information 1, and the second level-2 node stores
30 attribute information 2.

[0044] The first level-2 node points to three level-3 nodes: a first level-3 node, a second level-3 node, and a third level-3 node. The first level-3 node stores a cause A, the second level-3 node stores a cause B, and the third level-3 node stores a cause C.

[0045] Weight 1 is set between the first level-2 node and the first level-3 node that

the first level-2 node points to, weight 2 is set between the first level-2 node and the second level-3 node that the first level-2 node points to, and weight 3 is set between the first level-2 node and the third level-3 node that the first level-2 node points to.

5 [0046] The second level-2 node points to three level-3 nodes: a fourth level-3 node, a fifth level-3 node, and a sixth level-3 node. The fourth level-3 node stores cause D, the fifth level-3 node stores cause E, and the sixth level-3 node stores cause F.

10 [0047] Weight 4 is set between the second level-2 node and the fourth level-3 node that the second level-2 node points to, weight 5 is set between the second level-2 node and the fifth level-3 node that the second level-2 node points to, and weight 6 is set between the second level-2 node and the sixth level-3 node that the second level-2 node points to.

15 [0048] Assume that when abnormal event X occurred, the attribute information of the user is the attribute information 1. In the decision tree model shown in FIG. 2, starting from the root node, the level-2 nodes that the root node points to can be searched to identify a level-2 node that stores the attribute information 1, and it is identified that the level-2 node that stores the attribute information 1 is the first level-2 node.

20 [0049] Because each level-3 node that the first level-2 node points to stores a different cause, starting from the first level-2 node, the level-3 nodes that the first level-2 node points to can be searched to identify a level-3 node that has the largest weight with the first level-2 node, and a cause stored in the identified level-3 node is determined as a cause of the abnormal event X. Assume that weight 2 is greater than weight 1, and weight 1 is greater than weight 3. The weight between the second level-3 node and the first level-2 node is the largest weight, cause 2 stored in the
25 second level-3 node is then determined as the cause of the abnormal event X.

[0050] In step S105, a cause in the record is determined as a cause of the abnormal event.

30 [0051] If a plurality of records are selected in step S104, that is, in the first correspondence, there are a plurality of records that include the attribute information that have the largest weight, a record is randomly selected from the plurality of selected records, and a cause associated with the selected record is determined as the cause of the abnormal event. If a record is selected in step S104, a cause associated with the selected record is determined as the cause of the abnormal event.

[0052] In the implementation of the present invention shown in FIG. 1, the interaction data between the user and the server is obtained; whether an abnormal event occurred is detected based on the interaction data; when an abnormal event occurred, the attribute information of the user is obtained; and the locally stored first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight is searched to identify the record that includes the attribute information and the largest weight; and the cause in the record is determined as the cause of the abnormal event. In this process, the user does not need to communicate with the customer service representative, the customer service representative does not need to determine the cause of the abnormal event by communicating with the user, and the cause of the abnormal event can be determined by using the attribute information of the user and the first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight. Therefore, labor costs can be saved.

[0053] Generally, when the cause of the abnormal event is determined, help needs to be provided for the user to resolve the abnormal event. Therefore, in another implementation of the present invention, referring to FIG. 3, the method further includes the following steps.

[0054] In step S201, the abnormal event is processed based on the determined cause.

[0055] In this implementation of the present invention, for the abnormal event, a technician collects common causes of the abnormal event in advance in a historical process, and a processing solution corresponding to each cause. For example, when the user fails to pay for an item online, the abnormal event is a payment failure. It is then determined that the cause of the abnormal event is that the balance in the user account is insufficient, and a preferred solution is to directly send a refill page used to refill the user account. As such, after receiving the refill page, the user can directly refill the user account with sufficient amount by using the refill page, and then payment can be successfully performed by using the amount, so as to resolve the abnormal event. For any causes of the abnormal event, the server can store the cause and a solution corresponding to the cause in a locally stored second correspondence between the cause of the abnormal event and a corresponding solution as a single record. For other causes of the event, previous operations can be similarly performed.

[0056] Therefore, in this step, the second correspondence between the cause of

the abnormal event and the corresponding solution can be obtained; a solution corresponding to the determined cause is obtained from the second correspondence; and the abnormal event is processed based on the obtained solution.

5 [0057] In addition, in the previous implementation, a plurality of different abnormal events can sometimes be determined. In such case, the server needs to sequentially process these abnormal events. Technicians can set an abnormal event processing order in the server in advance, and the abnormal event processing order can store identifiers of the abnormal events in an order based on processing priorities.

10 [0058] Therefore, in this implementation of the present invention, when a plurality of different abnormal events are determined, the plurality of determined abnormal events can be determined in the predetermined abnormal event processing order; and the abnormal events are sequentially processed in an order obtained after sorting and based on causes of the abnormal events until the abnormal events are processed.

15 [0059] After the server processes the abnormal event based on the determined cause, a processing result is obtained, which can be a processing success or a processing failure.

20 [0060] For example, when the abnormal event is a payment failure, after the server processes the abnormal event, if the user can successfully perform payment during a retry, the processing result can indicate that the processing has succeeded. Or after the server processes the abnormal event, if the user still fails to perform payment during a retry, the processing result can indicate that processing has failed.

25 [0061] In this implementation of the present invention, the user can provide feedback to the processing result of the server. The feedback includes an agreement on the processing result of the abnormal event or a disagreement on the processing result.

30 [0062] For example, after the server processes the abnormal event, if the user can successfully perform payment during a retry, the user can agree with the processing result obtained from the server that processed the abnormal event. After the server processes the abnormal event, if the user still fails to perform payment during a retry, the user can disagree with the processing result obtained from the server that processed the abnormal event.

[0063] In still another implementation of the present invention, to improve accuracy of subsequently determining the cause of the abnormal event by the server

based on the first correspondence, the server can update the first correspondence based on the feedback from the user. Referring to FIG. 4, the method further includes the following steps.

5 **[0064]** In step S301, feedback data that is fed back by the user based on a processing result obtained from the server that has processed the abnormal event is received.

10 **[0065]** The feedback data can include a predetermined flag bit. The predetermined flag bit can store an agreement identifier or a disagreement identifier. For example, "1" can indicate the agreement identifier, and "0" can indicate the disagreement identifier.

15 **[0066]** When the user agrees with the processing result obtained from the server that has processed the abnormal event, the user can trigger, on the terminal device, an agreement button that indicates an agreement of the processing result. When the trigger operation of triggering the agreement button is received from the user, the terminal device generates the feedback data, adds the agreement identifier "1" to the predetermined flag bit in the feedback data, and then sends, to the server, the feedback data that the agreement identifier "1" is added to. After receiving the feedback data, the server determines whether an identifier included in the feedback data is the agreement identifier "1" or the disagreement identifier "0", and when it is determined
20 that the feedback data includes the agreement identifier "1", the feedback data is determined to be agreement feedback data.

25 **[0067]** In the previous implementation, when the server determines the cause of the abnormal event, the first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight is searched to identify the record that includes the attribute information, the record that includes the largest weight is selected from the identified record that includes the attribute information. Then the cause associated with the record that includes the largest weight is used as the cause of the abnormal event. However, a real cause of the abnormal event may not be the cause associated with the record that includes the largest weight. When the
30 cause is incorrectly determined, because a solution is obtained based on the determined cause, it cannot resolve the abnormal event.

[0068] For example, the abnormal event is the payment failure, the attribute information does not include real-name authentication of the user account, and the user account is not bound to a bank card, and the cause associated with the record that

includes the largest weight is that the balance in the account is insufficient, but the cause of the present abnormal event is that the payment function of the user account is disabled. A solution for cause from insufficient balance is to directly send the refill page used to refill the user account to the user. A solution for cause from disabled payment function is to provide to the user, an application page to apply for enabling the payment function. Therefore, the abnormal event of the present payment failure cannot be resolved by directly sending the refill page used to refill the user account to the user.

[0069] Further, the user does not agree with the processing result obtained from the server that has processed the abnormal event based on the determined cause. When the user does not agree with the processing result obtained from the server that has processed the abnormal event based on the determined cause, the user can trigger, on the terminal device, a disagreement button used to indicate a disagreement on the processing result. When receiving the trigger operation of triggering the disagreement button by the user, the terminal device can generate the feedback data, add the disagreement identifier "0" to the predetermined flag bit in the feedback data, and send, to the server, the feedback data that the disagreement identifier "0" is added to. The server receives the feedback data, determines whether an identifier included in the feedback data is the agreement identifier "1" or the disagreement identifier "0", and when it is determined that the feedback data includes the disagreement identifier "0", determines that the feedback data is disagreement feedback data.

[0070] In step S302, whether the feedback data includes an agreement identifier or a disagreement identifier is determined.

[0071] When the feedback data includes the agreement identifier, in step S303, a weight in a record that includes the attribute information and the determined cause is added to the first correspondence.

[0072] When the feedback data includes the agreement identifier, it is determined that the user agrees with the processing result obtained from the server that has processed the abnormal event based on the determined cause, the weight in the record that includes the attribute information, and the determined cause added to the first correspondence, so as to update the first correspondence based on the user feedback data.

[0073] When the feedback data includes the disagreement identifier, in step S304, a cause of the abnormal event sent by a customer service representative is received.

The received cause is sent after the customer service representative interacts with the user.

[0074] When the feedback data includes the disagreement identifier, it is determined that the user does not agree with the processing result obtained from the server that has processed the abnormal event based on the determined cause, and it is likely that the cause of the abnormal event that is determined by the server in the previous implementation is not the real cause of the abnormal event. When the cause is incorrectly determined, because a solution is obtained based on the cause determined by the server, it cannot resolve the abnormal event.

[0075] Therefore, to resolve the abnormal event, in this implementation of the present invention, the server can associate the connection between the server and the user's terminal device with the connection between the server and the customer service representative's terminal device, so that the user terminal device is directly connected to the customer service representative's terminal device. The customer service representative can then directly communicate with the user. During the communication, the customer service representative can determine the cause of the abnormal event based on information about the abnormal event described by the user, and then enters the determined cause provided to the server. The server receives the cause entered by the customer service representative. Generally, the cause of the abnormal event that is determined after the customer service representative communicates with the user is usually the real cause of the abnormal event, and therefore step S305 can be performed.

[0076] In still another implementation of the present invention, after receiving the cause entered by the customer service representative, the server can process the abnormal event based on the entered cause. Then, the user can continue to provide feedback based on a processing result obtained from the server that has processed the abnormal event based on the entered cause. When the server receives feedback data on this processing result from the user, if the feedback data includes the disagreement identifier, it indicates that the server still fails to help the user resolve the abnormal event, and the previous steps are repeatedly performed until feedback data that includes the agreement identifier is received from the user. If the feedback data includes the agreement identifier, it can be determined that the user agrees with the processing result obtained from the server that has processed the abnormal event based on the received cause, or it can be determined that the server has helped the

user resolve the abnormal event, and step S305 is performed.

[0077] In step S305, whether the locally stored first correspondence includes a record that includes the attribute information and the received cause is determined.

5 [0078] If the first correspondence includes the record that includes the attribute information and the received cause, a weight in the record that includes the attribute information and the received cause is added in step S306.

10 [0079] If the first correspondence does not include the record that includes the attribute information and the received cause, in step S307, an initial weight is set, and the attribute information, the received cause, and the initial weight are stored in the first correspondence as a single record.

[0080] FIG. 5 shows a data processing apparatus applicable to a server, based on an example implementation. Referring to FIG. 5, the apparatus includes:

a first acquisition module 11, configured to obtain interaction data between a user and the server;

15 a detection module 12, configured to detect, based on the interaction data, whether an abnormal event occurred;

a second acquisition module 13, configured to obtain attribute information of the user when an abnormal event occurred;

20 a search module 14, configured to search a locally stored first correspondence between attribute information corresponding to the abnormal event, a cause, and a weight for a record that includes the attribute information and a largest weight; and

a determining module 15, configured to determine a cause in the record as a cause of the abnormal event.

25 [0081] In the implementation of the present invention that is shown in FIG. 5, the interaction data between the user and the server is obtained; whether an abnormal event occurred is detected based on the interaction data; when an abnormal event occurred, the attribute information of the user is obtained; and the locally stored first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight is searched to identify the record that includes the attribute information and the largest weight; and the cause in the record is determined as the cause of the abnormal event. In this process, the user does not need to communicate with a customer service representative, the customer service representative does not need to determine the cause of the abnormal event by

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communicating with the user, and the cause of the abnormal event can be determined by using the attribute information of the user and the first correspondence between the attribute information corresponding to the abnormal event, the cause, and the weight. Therefore, labor costs can be saved.

5 **[0082]** Further, the apparatus can further include:

 a processing module, configured to process the abnormal event based on the determined cause.

[0083] If a plurality of abnormal events occurred, the processing module can include:

10 a sorting unit, configured to sort the plurality of abnormal events in a predetermined abnormal event order; and

 a first processing unit, configured to sequentially process, in an order of the sorted abnormal events, the abnormal events based on causes of the abnormal events until the abnormal events are processed.

15 **[0084]** The processing module includes:

 a first acquisition unit, configured to obtain a locally stored second correspondence between a cause corresponding to the abnormal event and a processing solution;

20 a second acquisition unit, configured to obtain, from the second correspondence, a processing solution corresponding to the determined cause; and

 a second processing unit, configured to process the abnormal event based on the processing solution.

[0085] Further, the apparatus further includes:

25 a first receiving module, configured to receive feedback data that is fed back by the user based on a processing result obtained from the server that has processed the abnormal event; and

 a first addition module, configured to: add a weight in a record that includes the attribute information and the determined cause to the first correspondence, when the feedback data includes an agreement identifier; or

30 a second receiving module, configured to: receive a cause of the abnormal event that is sent by a customer service representative, when the feedback data includes a disagreement identifier, and where the received cause is sent after the customer service representative interacts with the user; and

 a second addition module, configured to: add a weight in the record that

includes the attribute information and the received cause, if the first correspondence includes a record that includes the attribute information and the received cause; or

5 a storage module, configured to: set an initial weight, and store the attribute information, the received cause, and the initial weight in the first correspondence as a single record, if the first correspondence does not include a record that includes the attribute information and the received cause.

[0086] For the apparatus in the previous implementation, a specific manner in which each module performs an operation has been described in detail in the related method implementation, and repetitive details are omitted here for simplicity.

10 **[0087]** A person skilled in the art can easily figure out another implementation solution of the present invention after considering the specification and practicing the present invention disclosed here. The present application is intended to cover any variations, functions, or adaptive changes. These variations, functions, or adaptive changes comply with general principles of the present invention, and can encompass
15 common knowledge or a commonly used technical means in the technical field that are not disclosed in the present invention. The specification and the implementations are merely considered as examples, and the actual scope and the spirit of the present invention are pointed out by the appended claims.

[0088] It should be understood that the present invention is not limited to the
20 exact structures that are described above and that are shown in the accompanying drawings. Modifications and changes can be made without departing from the scope of the present invention. The scope of the present invention is defined only by the appended claims.

CLAIMS

1. A method for resolving an abnormal event that comprises a failure of a process, the method comprising:

obtaining, by a server, interaction data between a user and the server (S101);

detecting, by the server and based on the interaction data, whether an abnormal event occurred (S102);

obtaining, by the server, attribute information of the user when an abnormal event occurred (S103);

searching, by the server, a plurality of records of a locally stored first correspondence between the attribute information corresponding to the abnormal event and a plurality of causes, with respective weights, the locally stored first correspondence comprising a decision tree model having a root node that stores an abnormal event and pointing to at least one level-2 node storing the attribute information and pointing to at least one level-3 node storing a cause, each of the respective weights being set between each level-2 node and a respective level-3 node that the level-2 node points to (S104);

selecting, by the server, a record from the plurality of records that comprises the attribute information and a largest weight (S104);

determining, by the server, a cause of the abnormal event based on the selected record (S105);

resolving, by the server, the abnormal event based on the determined cause (S201);

characterized in that the method further comprises:

receiving feedback data from the user based on a processing result obtained from the server, wherein the processing result indicates whether the process was successfully performed or not; and

when the feedback data comprises an agreement identifier that indicates that the user agrees with the processing result, adding a weight to a record that comprises the attribute information and the determined cause to the locally stored first correspondence.

2. The method of claim 1, wherein the method further comprises:

obtaining a processing result, the processing result comprising a processing success or a

processing failure.

3. The method of any one of claims 1 and 2, wherein a plurality of abnormal events have occurred; and

resolving the abnormal event based on the determined cause comprises:

sorting the plurality of abnormal events in a predetermined abnormal event order; and

sequentially resolving, in an order of the sorted abnormal events, the abnormal events based on causes of the abnormal events until the abnormal events are resolved.

4. The method of any one of claims 1 to 3, wherein resolving the abnormal event based on the determined cause comprises:

obtaining a locally stored second correspondence between a cause corresponding to the abnormal event and a processing solution;

obtaining, from the locally stored second correspondence, a processing solution corresponding to the determined cause; and

resolving the abnormal event based on the processing solution.

5. The method of any one of claims 1 to 4, wherein the method further comprises, when the feedback data comprises a disagreement identifier that indicates that the user disagrees with the processing result:

receiving a cause of the abnormal event that is sent by a customer service representative, wherein the received cause is sent after the customer service representative interacts with the user; and

if the first correspondence comprises a record that comprises the attribute information and the received cause, adding a weight in the record that comprises the attribute information and the received cause; or

if the first correspondence does not comprise a record that comprises the attribute information and the received cause, setting an initial weight, and storing the attribute information, the received cause, and the initial weight in the first correspondence as a single record.

6. The method of any one of claims 1 to 5, wherein the weight comprises a number of times

the abnormal event occurred.

7. The method of any one of claims 1 to 6, wherein the interaction data comprises a request and a response of a process.

8. An apparatus for resolving an abnormal event that comprises a failure of a process, the apparatus comprising a plurality of modules configured to perform the method of any one of claims 1 to 7.

9. The method of claim 1, wherein the failure of a process comprises a failure of an online payment or a failure of a display of a web browser.

10. The apparatus of claim 8, wherein the failure of a process comprises a failure of an online payment or a failure of a display of a web browser.