

(12) 按照专利合作条约所公布的国际申请

(19) 世界知识产权组织
国际局



(10) 国际公布号
WO 2022/267735 A1

(43) 国际公布日
2022 年 12 月 29 日 (29.12.2022)

(51) 国际专利分类号:
G06Q 30/02 (2012.01)

(21) 国际申请号: PCT/CN2022/092432

(22) 国际申请日: 2022 年 5 月 12 日 (12.05.2022)

(25) 申请语言: 中文

(26) 公布语言: 中文

(30) 优先权:
202110704869.4 2021 年 6 月 24 日 (24.06.2021) CN

(71) 申请人: 腾讯科技(深圳)有限公司 (TENCENT TECHNOLOGY (SHENZHEN) COMPANY LIMITED) [CN/CN]; 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。

(72) 发明人: 杨凡(YANG, Fan); 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。 南东方(NAN, Dongfang); 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。 黄斐(HUANG, Fei); 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。 林燕纯(LIN, Yanchun); 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。 湛炜标(ZHAN, Weibiao); 中国广东省深圳市南山区高新区科技中一路腾讯大厦 35 层, Guangdong 518057 (CN)。

(74) 代理人: 华进联合专利商标代理有限公司 (ADVANCE CHINA IP LAW OFFICE); 中国广东省广州市天河区珠江东路 6 号 4501 房 (部

(54) Title: SERVICE DATA PROCESSING METHOD AND APPARATUS, COMPUTER DEVICE, AND STORAGE MEDIUM

(54) 发明名称: 业务数据处理方法、装置、计算机设备和存储介质

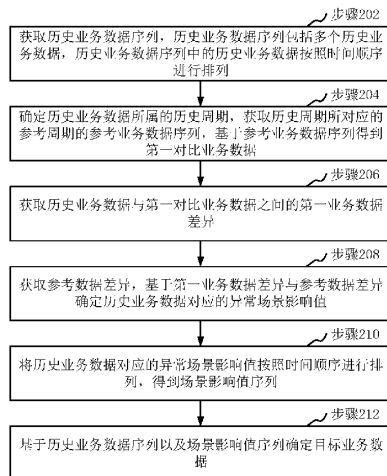


图 2

Step 202 Acquire a historical service data sequence, the historical service data sequence comprising multiple pieces of historical service data, and the historical service data in the historical service data sequence being arranged according to a time sequence

Step 204 Determine a historical period to which the historical service data belong, acquire a reference service data sequence of a reference period corresponding to the historical period, and, on the basis of the reference service data sequence, obtain first comparison service data

Step 206 Acquire a first service data difference between the historical service data and the first comparison service data

Step 208 Acquire a reference data difference, and, on the basis of the first service data difference and the reference data difference, determine an abnormal scenario impact value corresponding to the historical service data

Step 210 Arrange abnormal scenario impact values corresponding to the historical service data in a time sequence to obtain a scenario impact value sequence

Step 212 Determine target service data on the basis of the historical service data sequence and the scenario impact value sequence

(57) Abstract: The present application relates to a service data processing method and apparatus, a computer device, and a storage medium. The method comprises: acquiring a historical service data sequence that is arranged according to a time sequence of multiple pieces of historical service data; determining a historical period to which the historical service data belongs, acquiring a reference service data sequence of a reference period corresponding to the historical period, and, on the basis of the reference service data sequence, obtaining first comparison service data; acquiring a first service data difference between the historical service data and the first comparison service data; acquiring a reference data difference, and, on the basis of the first service data difference and the reference

[见续页]



WO 2022/267735 A1

位：自编 01-03 和 08-12 单元）（仅限办公用途），Guangdong 510623 (CN)。

(81) 指定国 (除另有指明，要求每一种可提供的国家保护)：AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DJ, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IQ, IR, IS, IT, JM, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SA, SC, SD, SE, SG, SK, SL, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, WS, ZA, ZM, ZW。

(84) 指定国 (除另有指明，要求每一种可提供的地区保护)：ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, ST, SZ, TZ, UG, ZM, ZW), 欧亚 (AM, AZ, BY, KG, KZ, RU, TJ, TM), 欧洲 (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG)。

本国际公布：

— 包括国际检索报告 (条约第 21 条 (3))。

data difference, determining an abnormal scenario impact value corresponding to the historical service data; arranging the abnormal scenario impact value corresponding to the historical service data in a time sequence to obtain a scenario impact value sequence; and determining target service data on the basis of the historical service data sequence and the scenario impact value sequence.

(57) 摘要：本申请涉及一种业务数据处理方法、装置、计算机设备和存储介质。方法包括：获取由多个历史业务数据按照时间顺序进行排列的历史业务数据序列；确定历史业务数据所属的历史周期，获取历史周期所对应的参考周期的参考业务数据序列，基于参考业务数据序列得到第一对比业务数据；获取历史业务数据与第一对比业务数据之间的第一业务数据差异；获取参考数据差异，基于第一业务数据差异与参考数据差异确定历史业务数据对应的异常场景影响值；将历史业务数据对应的异常场景影响值按照时间顺序进行排列，得到场景影响值序列；基于历史业务数据序列以及场景影响值序列确定目标业务数据。