

## **ABSTRACT**

### **SERVICE CALL INFORMATION PROCESSING METHOD AND DEVICE**

An objective of the present application is to provide a service call information processing method and device. Specifically, the method includes: acquiring one or more service call chains in a distributed service system, where each service call chain includes one or more service nodes that are sequentially called; constructing a corresponding service call model according to a service call chain; and processing the service call chain according to the service call model. Compared with the existing technology, in the present application, a service call chain that includes call sequence information of service nodes in the distributed service system is acquired. The service call model is constructed based on service call chains that have a same call sequence of service nodes so as to analyze the call information of the service nodes based on the service call model, regularly monitor a service call and quickly locate a running error based on the analysis, and perform analysis and monitoring by using big data information of the service nodes, thereby improving error locating efficiency in the distributed service system and increasing reliability of the distributed service system.

(Fig. 1)