

## CLAIMS

1. A method for processing an abnormal event, the method comprising:
  - retrieving, by one or more processors, an interaction data between a user and the server (S101);
  - determining, by the one or more processors, based on the interaction data, whether an abnormal event occurred (S102);
  - in response to determining that the abnormal event occurred, retrieving, by the one or more processors, an attribute information of the user (S103);
  - searching, by the one or more processors, 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 one or more processors, a record from the plurality of records that comprises the attribute information and a largest weight (S104);
  - determining, by the one or more processors, a cause of the abnormal event based on the record (S105); and
  - processing, by the one or more processors, the abnormal event based on the determined cause (S201).
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
  - the processing of the abnormal event based on the determined cause comprises:
  - 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.

4. The method of any one of claims 1 to 3, wherein the processing of 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 second correspondence, a processing solution corresponding to the determined cause; and

processing the abnormal event based on the processing solution.

5. The method of any one of claims 1 to 4, after the processing of the abnormal event based on the determined cause, further comprising:

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;

determining whether the feedback data comprises an agreement identifier or a disagreement identifier; and

in response to determining that the feedback data comprises an agreement identifier, adding a weight in a record that comprises the attribute information and the determined cause to the first correspondence; or

in response to determining that the feedback data comprises a disagreement identifier, 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. The method of claim 7, wherein the abnormal event comprises failure of the process.
9. The method of claim 7, wherein the process comprises a financial transaction.
10. An apparatus for processing an abnormal event, the apparatus comprising a plurality of modules configured to perform the method of any one of claims 1 to 9.