METHOD AND APPARATUS FOR SORTING TEXT REPORT CATEGORIES

ABSTRACT

The present specification provides a method for sorting text report categories, including: obtaining a behavior history and personal information of a user after a text report request of the user is received; inputting the behavior history and the personal information of the user to a personalized model, to obtain a personalized evaluation result of each text report category, where the personalized model is a classification model trained using supervised learning techniques on a plurality of user behavior history samples and personal information samples with each associated with a respective label indicating a category of a text report; and determining, based on the personalized evaluation result, an order of different categories of text reports that can be submitted by the user.

FIG. 1