ABSTRACT

The present application discloses a method for allocating processing task of insurance service, a computer readable storage medium, a terminal device and an apparatus, which aims at solving a problem that an accuracy of allocation of insurance service is prone to be influenced by practice experience and professional knowledge of an evaluator, and a processing authority evaluation efficiency is low. This method comprises: determining a processing task to be allocated and an insurance service corresponding to the processing task; acquiring an evaluation factor of the insurance service; determining a processing authority level required by the processing task according to the acquired evaluation factor; determining institution authority levels of various insurance institutions according to the acquired evaluation factor and preset institution factors of the various insurance institutions; determining a first insurance institution entitled to handle the processing task according to the processing authority level and the institution authority levels; and allocating the processing task to the first insurance institution according to a preset allocation rule.