

ABSTRACT

The present application is applicable to the technical field of communication, and provides a service line-based predication method and device, a storage medium and a terminal. The method includes: when service predication is performed on a specified service line, acquiring a predication model corresponding to this specified service line, and input dimensions and output dimensions of this predication; acquiring predication data satisfying the input dimensions from a data warehouse; performing trend analysis on the predication data adopting Monte Carlo simulation and geometric Brownian motion through the predication model to obtain the predication values of the output dimensions; and calculating total task amount and manpower quantity required to be input of the specified service line within a specified period of time according to the predication values. The predication model is divided into an incoming call predication model and a calling predication model according to service types. The present disclosure realizes that different predication modes are adopted aiming at different service scenes.