

CLAIMS

1. A method for resolving an abnormal event that comprises a failure of a process, the method comprising:

obtaining, by a server, interaction data between a user and the server (S101);

detecting, by the server and based on the interaction data, whether an abnormal event occurred (S102);

obtaining, by the server, attribute information of the user when an abnormal event occurred (S103);

searching, by the server, 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 server, a record from the plurality of records that comprises the attribute information and a largest weight (S104);

determining, by the server, a cause of the abnormal event based on the selected record (S105);

resolving, by the server, the abnormal event based on the determined cause (S201);

characterized in that the method further comprises:

receiving feedback data from the user based on a processing result obtained from the server, wherein the processing result indicates whether the process was successfully performed or not; and

when the feedback data comprises an agreement identifier that indicates that the user agrees with the processing result, adding a weight to a record that comprises the attribute information and the determined cause to the locally stored first correspondence.

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

resolving the abnormal event based on the determined cause comprises:

sorting the plurality of abnormal events in a predetermined abnormal event order; and

sequentially resolving, in an order of the sorted abnormal events, the abnormal events based on causes of the abnormal events until the abnormal events are resolved.

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

resolving the abnormal event based on the processing solution.

5. The method of any one of claims 1 to 4, wherein the method further comprises, when the feedback data comprises a disagreement identifier that indicates that the user disagrees with the processing result:

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. An apparatus for resolving an abnormal event that comprises a failure of a process, the apparatus comprising a plurality of modules configured to perform the method of any one of claims 1 to 7.

9. The method of claim 1, wherein the failure of a process comprises a failure of an online payment or a failure of a display of a web browser.

10. The apparatus of claim 8, wherein the failure of a process comprises a failure of an online payment or a failure of a display of a web browser.