

SERVICE PREDICTION METHOD AND APPARATUS, STORAGE MEDIUM, AND COMPUTER SYSTEM

ABSTRACT

Embodiments of this specification disclose a service prediction method, including: receiving
5 a service request; determining an initiation moment of a current service corresponding to the
service request based on the service request and a first serving party and a second serving party
that are used to execute the current service; predicting, based on the initiation moment of the
current service, a first execution completion moment at which the first serving party completes
execution of the current service; predicting, based on the first execution completion moment, an
10 execution start moment at which the second serving party starts execution of the current service;
predicting, based on the execution start moment, a second execution completion moment at which
the second serving party completes execution of the current service; and determining, based on the
second execution completion moment, a service time limit predicted for the current service. In the
method, three parts of service processing duration of execution duration of the first serving party,
15 duration of transferring the service from the first serving party to the second serving party, and
execution duration of the second serving party are finely calculated, to accurately predict a service
time limit.

FIG. 1

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