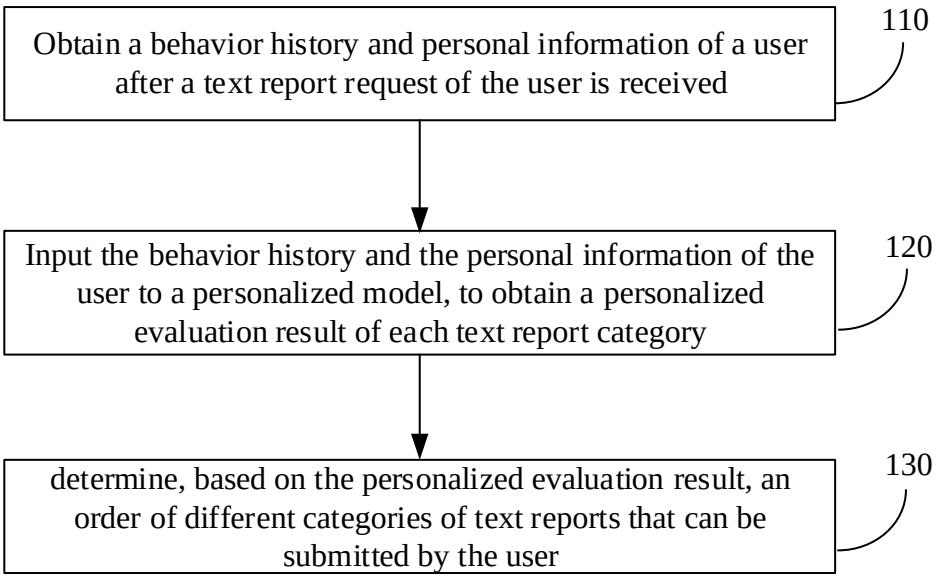

Obtain a behavior history and personal information of a user after a text report request of the user is received
110
Input the behavior history and the personal information of the user to a personalized model, to obtain a personalized evaluation result of each text report category
120
determine, based on the personalized evaluation result, an order of different categories of text reports that can be submitted by the user
130

FIG. 1

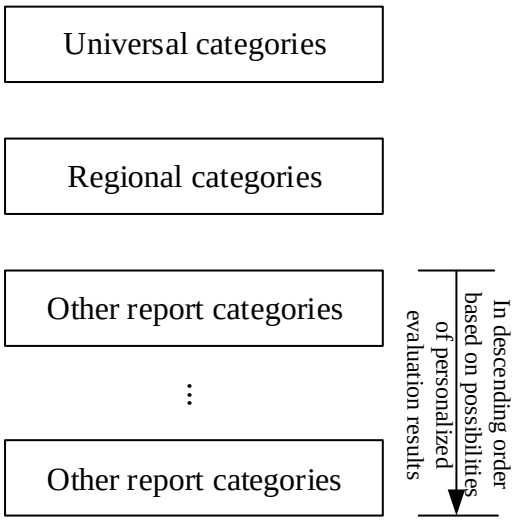

Universal categories
Regional categories
Other report categories
Other report categories
In descending order based on possibilities of personalized evaluation results

FIG. 2

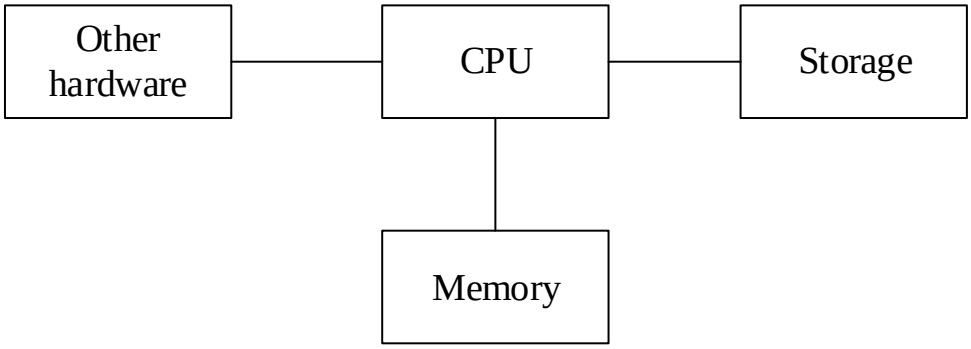

Other hardware
CPU
Storage
Memory

FIG. 3

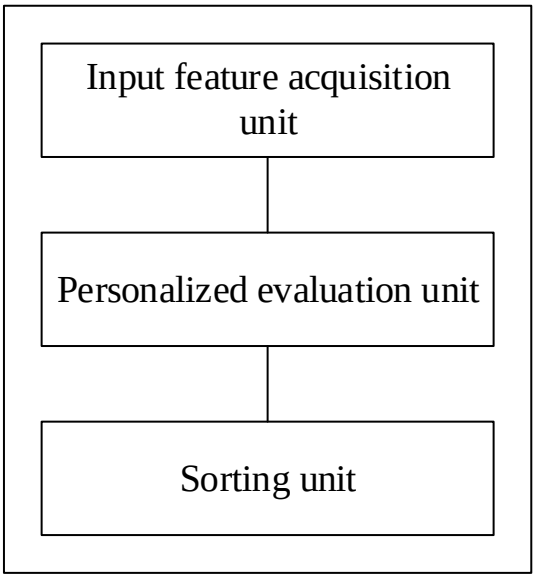

Input feature acquisition unit
Personalized evaluation unit
Sorting unit

FIG. 4