CLAIMS

1. A standalone website order after-sales method, applied to a payment service device, comprising:

receiving (201) an order generation request sent by user equipment, wherein the order generation request comprises a commodity identification and a user identification;

generating (202) a commodity order according to the order generation request;

sending (203) the commodity order to the user equipment to enable the user equipment to complete payment for the commodity order;

in response to a completion of the payment for the commodity order, generating (204) an after-sales token corresponding to the commodity order; and

sending (205) a commodity order confirmation email to a user mailbox corresponding to the user identification, wherein the commodity order confirmation email comprises an after-sales link of the commodity order, and the after-sales link comprises the after-sales token corresponding to the commodity order; the after-sales token is used for identifying the commodity order; the after-sales link points to a commodity after-sales page in the payment service device; and when the user equipment accesses the after-sales link, the payment service device determines the commodity order corresponding to the after-sales token to be a target order for which an after-sales service is required, and provides the after-sales service for a user according to at least one piece of target status information of the target order;

wherein after the sending (205) the commodity order confirmation email to the user mailbox corresponding to the user identification, the method further comprises:

in response to the user equipment accessing the after-sales link, performing (301) an authentication on the user equipment according to an Internet protocol address of the user equipment, the after-sales token comprised in the after-sales link, and a preset access restriction address list;

in response to the user equipment passing the authentication, determining (302) the commodity order corresponding to the after-sales token to be the target order for which an after-

sales service is required; and providing (303) the after-sales service for the user according to at least one piece of target status information of the target order;

in response to the user equipment failing the authentication, intercepting access by the user equipment to the after-sales link.

2. The method according to claim 1, wherein the performing (301) the authentication on the user equipment according to the Internet protocol address of the user equipment, the after-sales token comprised in the after-sales link, and the preset access restriction address list, comprises:

determining whether the Internet protocol address of the user equipment exists in the preset access restriction address list;

determining whether a number of digits of the after-sales token is a preset number of digits;

determining whether there is a commodity order corresponding to the after-sales token; and

in response to inexistence of the Internet protocol address of the user equipment in the preset access restriction address list, the number of digits of the after-sales token being the preset number of digits, and there being the commodity order corresponding to the after-sales token, determining that the user equipment passes the authentication.

3. The method according to claim 2, after the determining whether the Internet protocol address of the user equipment exists in the preset access restriction address list, further comprising:

in response to existence of the Internet protocol address of the user equipment in the preset access restriction address list, determining that the user equipment fails the authentication and logging an abnormal operation on the Internet protocol address of the user equipment;

after the determining whether the number of digits of the after-sales token is the preset number of digits, further comprising:

in response to the number of digits of the after-sales token not being the preset number of digits, determining that the user equipment fails the authentication and logging an abnormal operation on the Internet protocol address of the user equipment;

after the determining whether there is the commodity order corresponding to the after-sales token, further comprising:

in response to there being no commodity order corresponding to the after-sales token, determining that the user equipment fails the authentication and logging an abnormal operation on the Internet protocol address of the user equipment; and

after the logging the abnormal operation on the Internet protocol address of the user equipment, further comprising:

in response to the abnormal operation being logged on a same Internet protocol address for a number of times greater than or equal to a preset number of times, adding the Internet protocol address to the preset access restriction address list.

4. The method according to any one of claims 1 to 3, wherein the providing (303) the after-sales service for the user according to the at least one piece of target status information of the target order, comprises:

sending after-sales type information to the user equipment; wherein the after-sales type information comprises a plurality of preset types; and at least one preset type has preset status information and a preset text corresponding thereto;

receiving an after-sales request sent by the user equipment; wherein the after-sales request comprises at least one target type selected by the user from the plurality of preset types;

if it is determined that there is target status information corresponding to the target type in each piece of target status information, generating an after-sales text corresponding to the target type according to the target status information and a preset text corresponding to the target type;

if it is determined that there is no target status information corresponding to the target type in each piece of target status information, sending the target type to a target after-sales device preset by a merchant corresponding to the target order, so that the target after-sales device generates an after-sales text corresponding to the target type and sends the after-sales text to the payment service device; and

sending after-sales information to the user equipment to provide the after-sales service for the user; wherein the after-sales information comprises an after-sales text corresponding to each target type.

5. The method according to claim 4, wherein the preset text comprises at least one preset status field, and the target status information comprises at least one target status field; the generating the after-sales text corresponding to the target type according to the target status information and the preset text corresponding to the target type, comprises:

replacing, with a value of each target status field, a value of a preset status field in the preset text corresponding to the target status field, to obtain the after-sales text corresponding to the target type.

6. The method according to claim 4, after the sending the target type to the target after-sales device preset by the merchant corresponding to the target order, further comprising:

inputting the target type, a preset reply demand corresponding to the target type, and each piece of target status information into a preset generative conversational language model, and generating an auxiliary text corresponding to the target type with the preset generative conversational language model; and

sending the auxiliary text to the target after-sales device; wherein the auxiliary text is used to assist the target after-sales device in generating the after-sales text corresponding to the target type.

7. A standalone website order after-sales apparatus (40), applied to a payment service device, comprising:

a receiving module (41), configured to receive an order generation request sent by user equipment; wherein the order generation request comprises a commodity identification and a user identification;

a first generating module (42), configured to generate a commodity order according to the order generation request;

a first sending module (43), configured to send the commodity order to the user equipment to enable the user equipment to complete payment for the commodity order;

a second generating module (44), configured to generate an after-sales token corresponding to the commodity order in response to a completion of the payment for the commodity order; and

a second sending module (45), configured to send a commodity order confirmation email to a user mailbox corresponding to the user identification; wherein the commodity order

confirmation email comprises an after-sales link of the commodity order, and the after-sales link comprises the after-sales token corresponding to the commodity order; the after-sales token is used for identifying the commodity order; the after-sales link points to a commodity after-sales page in the payment service device; and when the user equipment accesses the after-sales link, the payment service device determines the commodity order corresponding to the after-sales token to be a target order for which an after-sales service is required, and provides the after-sales service for a user according to at least one piece of target status information of the target order;

wherein the apparatus further comprises an after-sales module configured to:

in response to the user equipment accessing the after-sales link, perform an authentication on the user equipment according to an Internet protocol address of the user equipment, the after-sales token comprised in the after-sales link, and a preset access restriction address list;

in response to the user equipment passing the authentication, determine the commodity order corresponding to the after-sales token to be the target order for which an after-sales service is required; and provide the after-sales service for the user according to at least one piece of target status information of the target order;

in response to the user equipment failing the authentication, intercept access by the user equipment to the after-sales link.

8. The apparatus (40) according to claim 7, wherein the after-sales module, when configured to perform the authentication on the user equipment according to the Internet protocol address of the user equipment, the after-sales token comprised in the after-sales link, and the preset access restriction address list, is further configured to:

determine whether the Internet protocol address of the user equipment exists in an the preset access restriction address list;

determine whether a number of digits of the after-sales token is a preset number of digits;

determine whether there is a commodity order corresponding to the after-sales token; and

in response to inexistence of the Internet protocol address of the user equipment in the preset access restriction address list, the number of digits of the after-sales token being the preset number of digits, and there being the commodity order corresponding to the after-sales token, determine that the user equipment passes the authentication.

9. The apparatus (40) according to claim 8, wherein the after-sales module is further configured to:

in response to existence of the IP address of the user equipment in the preset access restriction address list, determine that the user equipment fails the authentication and log an abnormal operation on the Internet protocol address of the user equipment;

in response to the number of digits of the after-sales token not being the preset number of digits, determine that the user equipment fails the authentication and log an abnormal operation on the Internet protocol address of the user equipment;

in response to there being no commodity order corresponding to the after-sales token, determine that the user equipment fails the authentication and log an abnormal operation on the Internet protocol address of the user equipment; and

in response to the abnormal operation being logged on a same Internet protocol address for a number of times greater than or equal to a preset number, add the Internet protocol address to the preset access restriction address list.

10. The apparatus (40) according to any one of claims 7 to 9, wherein the after-sales module, when configured to provide the after-sales service for the user according to the at least one piece of target status information of the target order, is further configured to:

send after-sales type information to the user equipment; wherein the after-sales type information comprises a plurality of preset types; and at least one preset type has preset status information and a preset text corresponding thereto;

receive an after-sales request sent by the user equipment; wherein the after-sales request comprises at least one target type selected by the user from the plurality of preset types;

if it is determined that there is target status information corresponding to the target type in each piece of target status information, generate an after-sales text corresponding to the target type according to the target status information and a preset text corresponding to the target type;

if it is determined that there is no target status information corresponding to the target type in each piece of target status information, send the target type to a target after-sales device preset by a merchant corresponding to the target order, so that the target after-sales device generates an after-sales text corresponding to the target type and sends the after-sales text to the payment service device; and

send after-sales information to the user equipment to provide an after-sales service for the user; wherein the after-sales information comprises an after-sales text corresponding to each target type.

11. The apparatus (40) according to claim 10, wherein the preset text comprises at least one preset status field, the target status information comprises at least one target status field, and the after-sales module, when configured to generate the after-sales text corresponding to the target type according to the target status information and the preset text corresponding to the target type, is further configured to:

replace, with a value of each target status field, a value of a preset status field in the preset text corresponding to a target status field, to obtain the after-sales text corresponding to the target type.

12. The apparatus (40) according to claim 10, wherein the after-sales module is further configured to:

input the target type, a preset reply demand corresponding to the target type, and each piece of target status information into a preset generative conversational language model, and generate an auxiliary text corresponding to the target type with the preset generative conversational language model; and

send the auxiliary text to the target after-sales device; wherein the auxiliary text is used to assist the target after-sales device in generating the after-sales text corresponding to the target type.

13. A payment service device (50), comprising: a memory (51), a processor (52), and a transceiver (53);

wherein the memory (51), the processor (52), and the transceiver (53) are interconnected through a circuitry;

the memory (51) stores a computer executable instruction;

the transceiver (53) is configured to send and receive data; and

the processor (52) executes the computer executable instruction stored in the memory (51) to implement the method according to any one of claims 1 to 6.

14. A computer readable storage medium having a computer executable instruction stored therein, wherein the computer executable instruction, when executed by a processor, is used to implement the method according to any one of claims 1 to 6.