


服务管理

一 学习目标


1565966308022

二 服务创建


1 需求分析

服务管理是针对客户而开发的功能，针对客户要求，crm 提供客户相应的信息质询，反馈与投诉功能，提高企业对于客户的服务质量，对于服务类型的状态，有以下五种状态：新创建 1、已分配 2、已处理3、已反馈4、已归档 5

2 页面原型

1565966315393

3 流程图

1565966322128

4 数据库信息

(t_customer_server 客户服务表)

	列名	数据类型
id主建	id	int(11)
服务类型	serve_type	varchar(30)
概要	overview	varchar(500)
客户	customer	varchar(30)
服务状态	state	varchar(20)
服务请求	service_request	varchar(500)
服务创建人	create_people	varchar(100)
服务分配人	assigner	varchar(100)
分配时间	assign_time	datetime
服务处理	service_proce	varchar(500)
服务处理人	service_proce_people	varchar(20)
服务处理时间	service_proce_time	datetime
处理结果	service_proce_result	varchar(500)
满意度	myd	varchar(50)
是否有效	is_valid	int(4)
更新时间	update_date	datetime
创建时间	create_date	datetime

5 编写Controller

```

@Controller
@RequestMapping("customer_serve")
public class CustomerServerController extends BaseController {

    @Resource
    public CustomerServeService customerServeService;

    @RequestMapping("index/{type}")
    public String index(@PathVariable("type") Integer type) {

        switch (type) {
            case 1:
                return "customer_serve_create";
            case 2:
                return "customer_serve_assign";
            case 3:
                return "customer_serve_proceed";
        }
    }
}

```

```

        case 4:
            return "customer_serve_feed_back";
        case 5:
            return "customer_serve_archive";
        default:
            return "error";
    }

}

@RequestMapping("insert")
@ResponseBody
public MessageModel insert(CustomerServe customerServe) {
    customerServeService.insert(customerServe);
    return success("服务创建成功");
}
}

```

6 编写Service

```

@Service
public class CustomerServeService {

    @Resource
    public CustomerServeDao customerServeDao;

    /**
     * 必要性的检测
     * 1.服务类型
     * 2.客户
     * 3.服务请求
     * 额外数据的补录
     * 1.创建时间
     * 2.更新时间
     * 3.isvalid = 1
     * 4.state = 1    1- 5
     *
     * @param customerServe
     */
    public void insert(CustomerServe customerServe){

        cheakCustomerServeParams(customerServe.getServeType(),customerServe.getCustomer(),customer
        Serve.getServiceRequest());
        customerServe.setState(ServeType.CREATE.getType());
        customerServe.setCreateDate(new Date());
        customerServe.setUpdateDate(new Date());
        customerServe.setIsValid(1);
        AssertUtil.isTrue(customerServeDao.insert(customerServe)<1,"服务创建失败");
    }
}

```

```

        private void cheakCustomerServeParams(String serveType, String customer,String
serviceRequest) {
            AssertUtil.isTrue(StringUtils.isBlank(serveType), "服务类型非空!");
            AssertUtil.isTrue(StringUtils.isBlank(customer), "客户名称非空!");
            AssertUtil.isTrue(StringUtils.isBlank(serviceRequest), "内容非空!");
        }
    }
}

```

7 编写Dao

```

public interface CustomerServeDao {

    public Integer insert(CustomerServe customerServe);

}

```

8 编写Mapper

```

<?xml version="1.0" encoding="UTF-8" ?>
<!DOCTYPE mapper PUBLIC "-//mybatis.org//DTD Mapper 3.0//EN"
"http://mybatis.org/dtd/mybatis-3-mapper.dtd" >
<mapper namespace="com.mage.crm.dao.CustomerServeDao" >
    <resultMap id="BaseResultMap" type="com.mage.vo.CustomerServe" >
        <id column="id" property="id" jdbcType="INTEGER" />
        <result column="serve_type" property="serveType" jdbcType="VARCHAR" />
        <result column="overview" property="overview" jdbcType="VARCHAR" />
        <result column="customer" property="customer" jdbcType="VARCHAR" />
        <result column="state" property="state" jdbcType="VARCHAR" />
        <result column="service_request" property="serviceRequest"
jdbcType="VARCHAR" />
        <result column="create_people" property="createPeople" jdbcType="VARCHAR"
/>
        <result column="assigner" property="assigner" jdbcType="VARCHAR" />
        <result column="assign_time" property="assignTime" jdbcType="TIMESTAMP" />
        <result column="service_proce" property="serviceProce" jdbcType="VARCHAR"
/>
        <result column="service_proce_people" property="serviceProcePeople"
jdbcType="VARCHAR" />
        <result column="service_proce_time" property="serviceProceTime"
jdbcType="TIMESTAMP" />
        <result column="service_proce_result" property="serviceProceResult"
jdbcType="VARCHAR" />
        <result column="myd" property="myd" jdbcType="VARCHAR" />
        <result column="is_valid" property="isValid" jdbcType="INTEGER" />
        <result column="update_date" property="updateDate" jdbcType="TIMESTAMP" />
        <result column="create_date" property="createDate" jdbcType="TIMESTAMP" />
    </resultMap>
    <sql id="Base_Column_List" >
        id, serve_type , overview, customer, state, service_request ,
create_people, assigner,

```

```

        assign_time, service_proce, service_proce_people, service_proce_time,
service_proce_result,
        myd, is_valid, update_date, create_date
    </sql>
<insert id="insert" parameterType="com.mage.crm.vo.CustomerServe" >
    insert into t_customer_serve
    <trim prefix="(" suffix=")" suffixOverrides="," >
        <if test="id != null" >
            id,
        </if>
        <if test="serveType != null" >
            serve_type,
        </if>
        <if test="overview != null" >
            overview,
        </if>
        <if test="customer != null" >
            customer,
        </if>
        <if test="state != null" >
            state,
        </if>
        <if test="serviceRequest != null" >
            service_request,
        </if>
        <if test="createPeople != null" >
            create_people,
        </if>
        <if test="assigner != null" >
            assigner,
        </if>
        <if test="assignTime != null" >
            assign_time,
        </if>
        <if test="serviceProce != null" >
            service_proce,
        </if>
        <if test="serviceProcePeople != null" >
            service_proce_people,
        </if>
        <if test="serviceProceTime != null" >
            service_proce_time,
        </if>
        <if test="serviceProceResult != null" >
            service_proce_result,
        </if>
        <if test="myd != null" >
            myd,
        </if>
        <if test="isValid != null" >
            is_valid,
        </if>
        <if test="updateDate != null" >

```

```

        update_date,
    </if>
    <if test="createDate != null" >
        create_date,
    </if>
</trim>
<trim prefix="values (" suffix=")" suffixOverrides="," >
    <if test="id != null" >
        #{id,jdbcType=INTEGER},
    </if>
    <if test="serveType != null" >
        #{serveType,jdbcType=VARCHAR},
    </if>
    <if test="overview != null" >
        #{overview,jdbcType=VARCHAR},
    </if>
    <if test="customer != null" >
        #{customer,jdbcType=VARCHAR},
    </if>
    <if test="state != null" >
        #{state,jdbcType=VARCHAR},
    </if>
    <if test="serviceRequest != null" >
        #{serviceRequest,jdbcType=VARCHAR},
    </if>
    <if test="createPeople != null" >
        #{createPeople,jdbcType=VARCHAR},
    </if>
    <if test="assigner != null" >
        #{assigner,jdbcType=VARCHAR},
    </if>
    <if test="assignTime != null" >
        #{assignTime,jdbcType=TIMESTAMP},
    </if>
    <if test="serviceProce != null" >
        #{serviceProce,jdbcType=VARCHAR},
    </if>
    <if test="serviceProcePeople != null" >
        #{serviceProcePeople,jdbcType=VARCHAR},
    </if>
    <if test="serviceProceTime != null" >
        #{serviceProceTime,jdbcType=TIMESTAMP},
    </if>
    <if test="serviceProceResult != null" >
        #{serviceProceResult,jdbcType=VARCHAR},
    </if>
    <if test="myd != null" >
        #{myd,jdbcType=VARCHAR},
    </if>
    <if test="isValid != null" >
        #{isValid,jdbcType=INTEGER},
    </if>
    <if test="updateDate != null" >

```

```

        #{updateDate,jdbcType=TIMESTAMP},
    </if>
    <if test="createDate != null" >
        #{createDate,jdbcType=TIMESTAMP},
    </if>
    </trim>
</insert>
</mapper>

```

9 编写Vo

```

public class CustomerServe extends BaseVO{
    private Integer id;

    private String serveType;

    private String overview;

    private String customer;

    private String state;

    private String serviceRequest;

    private String createPeople;

    private String assigner;

    @JsonFormat(pattern="yyyy-MM-dd",timezone="GMT+8")
    @DateTimeFormat(pattern="yyyy-MM-dd")
    private Date assignTime;

    private String serviceProce;

    private String serviceProcePeople;
    @JsonFormat(pattern="yyyy-MM-dd",timezone="GMT+8")
    @DateTimeFormat(pattern="yyyy-MM-dd")
    private Date serviceProceTime;

    private String serviceProceResult;

    private String myd;

    public Integer getId() {
        return id;
    }

    public void setId(Integer id) {
        this.id = id;
    }
}

```

```
public String getServeType() {
    return serveType;
}

public void setServeType(String serveType) {
    this.serveType = serveType == null ? null : serveType.trim();
}

public String getOverview() {
    return overview;
}

public void setOverview(String overview) {
    this.overview = overview == null ? null : overview.trim();
}

public String getCustomer() {
    return customer;
}

public void setCustomer(String customer) {
    this.customer = customer == null ? null : customer.trim();
}

public String getState() {
    return state;
}

public void setState(String state) {
    this.state = state == null ? null : state.trim();
}

public String getServiceRequest() {
    return serviceRequest;
}

public void setServiceRequest(String serviceRequest) {
    this.serviceRequest = serviceRequest == null ? null :
serviceRequest.trim();
}

public String getCreatePeople() {
    return createPeople;
}

public void setCreatePeople(String createPeople) {
    this.createPeople = createPeople == null ? null : createPeople.trim();
}

public String getAssigner() {
    return assigner;
}
```



```
public void setAssigner(String assigner) {
    this.assigner = assigner == null ? null : assigner.trim();
}

public Date getAssignTime() {
    return assignTime;
}

public void setAssignTime(Date assignTime) {
    this.assignTime = assignTime;
}

public String getServiceProce() {
    return serviceProce;
}

public void setServiceProce(String serviceProce) {
    this.serviceProce = serviceProce == null ? null : serviceProce.trim();
}

public String getServiceProcePeople() {
    return serviceProcePeople;
}

public void setServiceProcePeople(String serviceProcePeople) {
    this.serviceProcePeople = serviceProcePeople == null ? null :
serviceProcePeople.trim();
}

public Date getServiceProceTime() {
    return serviceProceTime;
}

public void setServiceProceTime(Date serviceProceTime) {
    this.serviceProceTime = serviceProceTime;
}

public String getServiceProceResult() {
    return serviceProceResult;
}

public void setServiceProceResult(String serviceProceResult) {
    this.serviceProceResult = serviceProceResult == null ? null :
serviceProceResult.trim();
}

public String getMyd() {
    return myd;
}

public void setMyd(String myd) {
    this.myd = myd == null ? null : myd.trim();
}
```

```

    public Integer getIsValid() {
        return isValid;
    }

    public void setIsValid(Integer isValid) {
        this.isValid = isValid;
    }

    public Date getUpdateDate() {
        return updateDate;
    }

    public void setUpdateDate(Date updateDate) {
        this.updateDate = updateDate;
    }

    public Date getCreateDate() {
        return createDate;
    }

    public void setCreateDate(Date createDate) {
        this.createDate = createDate;
    }
}

```

10 编写enum

```

public enum ServeType {

    CREATE("1"),    //已创建
    ASSIGN("2"),    //已分配
    PROCEED("3"),  //已处理
    FEEDBACK("4"), //已反馈
    ARCHIVE("5");  //已归档

    private String type;

    ServeType(String type){
        this.type = type;
    }

    public String getType() {
        return type;
    }
}

```

11 前台js

```

function saveCustomerService() {

```

```
$("#fm").form("submit",{
    url:ctx+"/customer_serve/insert",
    onSubmit:function (params) {
        params.createPeople = $.cookie("trueName");
        return $("#fm").form("validate")
    },
    success:function (data) {
        data = JSON.parse(data);
        $.messager.alert("crm",data.msg,"info")
        if(data.code == 200){
            clear();
        }
    }
})


function clear() {
    $("#serveType").combobox("clear");
    $("#serviceRequest").val("");
    $("#customer").val("");
    $("#overview").val("");
}
```

三 服务分配


1 需求分析

将已经创建的服务分配给个人处理

2 页面原型

1565966336196

3 流程图

1565966380497

4 编写Controller

```

    @RequestMapping("update")
    @ResponseBody
    public MessageModel update(CustomerServe customerServe,HttpServletRequest
httpServletRequest){
        customerServeService.update(customerServe,httpServletRequest);
        return success("操作成功");
    }
    @RequestMapping("queryCustomerServesByParams")
    @ResponseBody
    public Map<String,Object> queryCustomerServesByParams(CustomerServeQuery
customerServeQuery){
        return customerServeService.queryCustomerServesByParams(customerServeQuery);
    }

```

5 编写Service

```

    public void update(CustomerServe customerServe , HttpServletRequest request){
        customerServe.setUpdateDate(new Date());
        if(customerServe.getState().equals(ServeType.ASSIGN.getType())){
            customerServe.setAssigner(CookieUtil.getCookieValue(request,"trueName"));
            customerServe.setAssignTime(new Date());
        }else if(customerServe.getState().equals(ServeType.PROCEED.getType())){
            AssertUtil.isTrue(StringUtils.isBlank(customerServe.getServiceProce()),"处理
内容不能为空");
            customerServe.setServiceProceTime(new Date());
        }else if(customerServe.getState().equals(ServeType.FEEDBACK.getType())) {
            AssertUtil.isTrue(StringUtils.isBlank(customerServe.getServiceProceResult()),"处理结果不能为
空");

            AssertUtil.isTrue(StringUtils.isBlank(customerServe.getMyd()),"满意度不能为
空");

            customerServe.setState(ServeType.ARCHIVE.getType());
        }
        AssertUtil.isTrue(customerServeDao.update(customerServe)<1,"操作失败");
    }

    public Map<String,Object> queryCustomerServesByParams(CustomerServeQuery
customerServeQuery){
        PageHelper.startPage(customerServeQuery.getPage(),customerServeQuery.getRows());
        List<CustomerServe> orderList =
customerServeDao.queryCustomerServesByParams(customerServeQuery.getState());
        PageInfo<CustomerServe> pageInfo = new PageInfo<>(orderList);
        Map<String,Object> map = new HashMap<>();
        map.put("total",pageInfo.getTotal());
        map.put("rows",pageInfo.getList());
        return map;
    }

```

6 编写Dao

```
public Integer update(CustomerServe customerServe);  
public List<CustomerServe> queryCustomerServesByParams(String state);
```

7 编写Mapper

```
<update id="update" parameterType="com.mage.crm.vo.CustomerServe" >  
    update t_customer_serve  
    <set >  
        <if test="serveType != null" >  
            serve_type = #{serveType,jdbcType=VARCHAR},  
        </if>  
        <if test="overview != null" >  
            overview = #{overview,jdbcType=VARCHAR},  
        </if>  
        <if test="customer != null" >  
            customer = #{customer,jdbcType=VARCHAR},  
        </if>  
        <if test="state != null" >  
            state = #{state,jdbcType=VARCHAR},  
        </if>  
        <if test="serviceRequest != null" >  
            service_request = #{serviceRequest,jdbcType=VARCHAR},  
        </if>  
        <if test="createPeople != null" >  
            create_people = #{createPeople,jdbcType=VARCHAR},  
        </if>  
        <if test="assigner != null" >  
            assigner = #{assigner,jdbcType=VARCHAR},  
        </if>  
        <if test="assignTime != null" >  
            assign_time = #{assignTime,jdbcType=TIMESTAMP},  
        </if>  
        <if test="serviceProce != null" >  
            service_proce = #{serviceProce,jdbcType=VARCHAR},  
        </if>  
        <if test="serviceProcePeople != null" >  
            service_proce_people = #{serviceProcePeople,jdbcType=VARCHAR},  
        </if>  
        <if test="serviceProceTime != null" >  
            service_proce_time = #{serviceProceTime,jdbcType=TIMESTAMP},  
        </if>  
        <if test="serviceProceResult != null" >  
            service_proce_result = #{serviceProceResult,jdbcType=VARCHAR},  
        </if>  
        <if test="myd != null" >  
            myd = #{myd,jdbcType=VARCHAR},  
        </if>  
        <if test="isValid != null" >  
            is_valid = #{isValid,jdbcType=INTEGER},
```

```

        </if>
        <if test="updateDate != null" >
            update_date = #{updateDate,jdbcType=TIMESTAMP},
        </if>
        <if test="createDate != null" >
            create_date = #{createDate,jdbcType=TIMESTAMP},
        </if>
    </set>
    where id = #{id,jdbcType=INTEGER} and is_valid = 1
</update>
<sql id="Base_Column_List" >
    id, serve_type , overview, customer, state, service_request , create_people,
assigner,
    assign_time, service_proce, service_proce_people, service_proce_time,
service_proce_result,
    myd, is_valid, update_date, create_date
</sql>

    <select id="queryCustomerServesByParams" parameterType="string"
resultMap="BaseResultMap">

        SELECT <include refid="Base_Column_List" />

        from t_customer_serve

        where state = #{state} and is_valid = 1

    </select>

```

8 编写Query

```

public class CustomerServeQuery extends BaseQuery {

    private String state;

    public String getState() {
        return state;
    }

    public void setState(String state) {
        this.state = state;
    }

}

```

9 前台js

```

function openAssignDlg() {
    var rows = $("#dg").datagrid("getSelections");

```

```

        if(rows.length==0){
            $.messager.alert("crm","请选择一条记录进行分配","info");
            return ;
        }

        if(rows.length>1){
            $.messager.alert("crm","不能同时分配多条记录","info");
            return ;
        }
        $("#fm").form("load",rows[0]);
        $("#dlg").dialog("open");
    }

    function closeCustomerServeDialog() {
        $("#dlg").dialog("close");
    }

    function addCustomerServeAssign() {

        $("#fm").form("submit",{
            url:ctx + "/customer_serve/update",
            onSubmit:function (params) {
                params.state = 2;
                return $("#fm").form("validate");
            },
            success:function (data) {
                data=JSON.parse(data);
                $.messager.alert("crm",data.msg,"info")
                if(data.code==200){
                    closeCustomerServeDialog();
                    $("#dg").datagrid("load");
                }
            }
        })
    }
}

```

四 服务处理

1 需求分析

对分配给自己的服务进行进一步的处理

2 页面原型

3 流程图

4 前台js

```
function openProceedDlg() {
    var rows = $("#dg").datagrid("getSelections");

    if(rows.length==0){
        $.messager.alert("crm","请选择一条记录","info");
        return ;
    }

    if(rows.length>1){
        $.messager.alert("crm","不能同时处理多条记录","info");
        return ;
    }
    $("#fm").form("load",rows[0]);
    $("#dlg").dialog("open");
}

function closeCustomerServeDialog() {
    $("#dlg").dialog("close");
}

function addCustomerServeServiceProceed() {
    $("#fm").form("submit",{
        url:ctx + "/customer_serve/update",
        onSubmit:function (params) {
            params.state = 3;


            return $("#fm").form("validate");
        },
        success:function (data) {
            data=JSON.parse(data);
            $.messager.alert("crm",data.msg,"info")
            if(data.code==200){
                closeCustomerServeDialog();
                $("#dg").datagrid("load");
            }
        }
    })
}
```

五 服务反馈


1 需求分析

对分配给自己的服务进行进一步的处理

2 页面原型

1565966418661

3 流程图

1565966423843

4 前台js

```
function openFeedBackDlg() {
    var rows = $("#dg").datagrid("getSelections");

    if(rows.length==0){
        $.messager.alert("crm","请选择一条记录","info");
        return ;
    }

    if(rows.length>1){
        $.messager.alert("crm","不能同时处理多条记录","info");
        return ;
    }
    $("#fm").form("load",rows[0]);
    $("#dlg").dialog("open");
}

function closeCustomerServeDialog() {
    $("#dlg").dialog("close");
}

function addCustomerServeServiceFeedBack() {
    $("#fm").form("submit",{
        url:ctx + "/customer_serve/update",
        onSubmit:function (params) {
            params.state = 4;

            return $("#fm").form("validate");
        },
        success:function (data) {
            data=JSON.parse(data);
            $.messager.alert("crm",data.msg,"info")
            if(data.code==200){
                closeCustomerServeDialog();
            }
        }
    });
}
```

```
        $("#dg").datagrid("load");
    }
}
})
}
```