# 济南12345承办单

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| --- | --- | --- | --- | --- | --- | --- |
| 受理员编号 | accept\_person\_code | | 办结时限 | | end\_date | |
| 工单编号 | order\_code | | 紧急程度 | | urgency\_degree | |
| 来电类别 | phone\_type | | 信息来源 | | accept\_channel | |
| 是否回复 | is\_reply | | 是否保密 | | is\_secret | |
| 联系人 | link\_person | | 联系电话 | link\_phone（phone\_time） | | |
| 联系地址 | link\_address | | | | | |
| 回复备注 | reply\_remark | | | | | |
| 问题分类 | problem\_classification | | | | | |
| 问题描述 | problem\_description | | | | | |
| 转办意见 | transfer\_opinion | | | | | |
| 办理单位  领导批示 | transfer\_process | | | | | |
| 办理结果 | enclosure | | | | | |
| 办件类型 |  | 办件科室 | | | |  |
| order\_guid | | 关键词 | | | |  |