Consumer Feedback

Hosting Service Plans

Platform Customer Support

-Platform Service Center

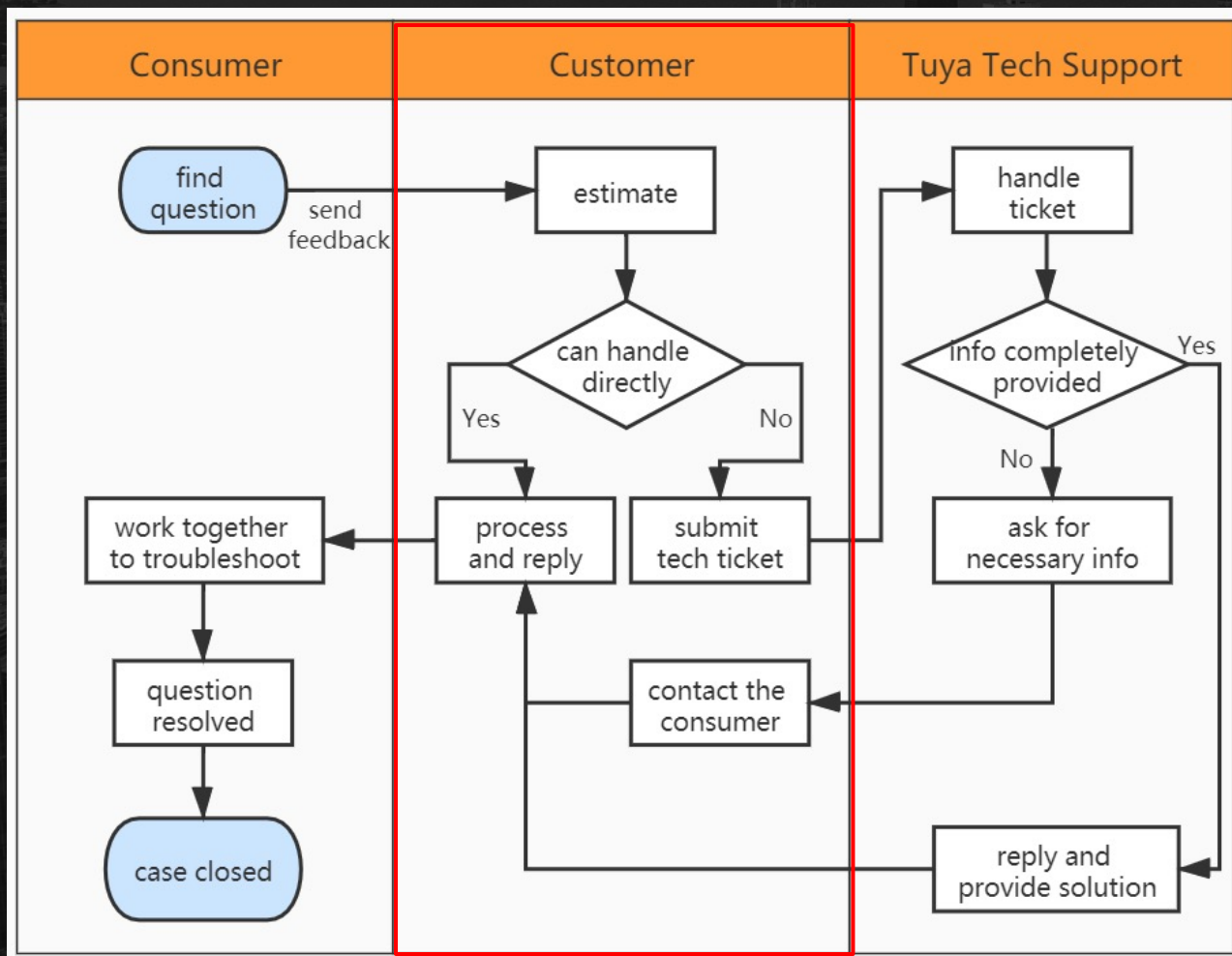*May, 2021*

China | U.S.A | Germany | Japan | India

Contents

Consumer consultation handling procedure

(In this way, the consumer's problem handler is the customer, and Tuya is the collaborator)

Service brief:

- Based on Tuya's platform framework and technical capabilities, provide full-time, multi-channel basic services for all Tuya customers worldwide;

- The service covers: various problem types such as development problems, platform using problems, test problems, difficult consumer problems, urgent/batch problems, etc.;

- The promised response time (working hours): Ultimate version account, within 3 hours; Enterprise version account, within 6 hours; Basic version account, within 12 hours;

- At present, the technical support is a free service;

- See details here :
  https://developer.tuya.com/cn/docs/iot/troubleshooting?id=K9258qrwq9heh

Tuya Hosting Service Plan

Service brief:

- Tuya's professional technical service team provides online services that can help you solve consumer feedback directly, timely, and efficiently;

- In this way, the consumer's problem is handled by Tuya, and the customer does not need to deal with daily user inquiries;

Service Advantages

High efficiency

- Tuya professional technical service team directly connects with your service consultation;

- Access Tuya service tools and knowledge to save time for question transfer;

Save costs

Cost effective than establishing a service team by yourself:

- Hosted full-time customer service (customizable working time+charge by the service volume)

VS.

- Recruit and train your own service team (salary + training + management + holidays)

Monitoring and report

- Tuya technical service team analyze and summarize your customer monthly;

- Issue a monthly service report to let you understand consumer profiles and help optimize product functions;

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Service channels

App user feedback submitted by the user through 'FAQ&Feedback' section in your app

*Customer needs to have the OEM/customized App
*Charge according to the number of tickets

Email feedback send by the user to your public service email box

*Request for email processing system
*Charge according to the number of emails
*The cost will be discussed separately if you need to build the system

Instant message initiated by the user through "Live Chat" section in your app

*Customer needs to have the OEM/customized App and the Live Chat feature is integrated;
*Charge according to online working time or required labor

Others

(Assessed according to the specific needs of customers)
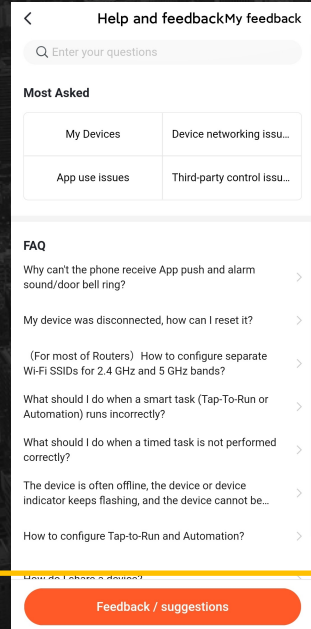
Tuya Hosting Service Plan

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Service process-how the user submits the feedback

（demonstrate the path of submitting in the app）
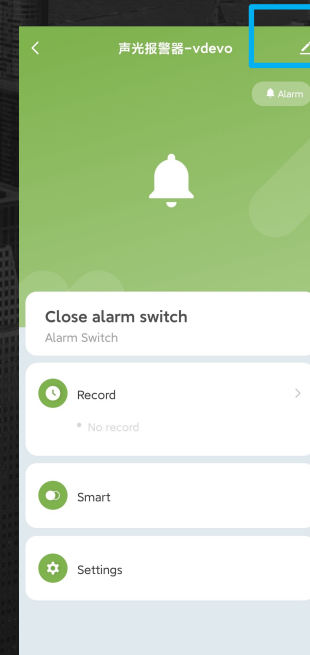
Path① : App-Me-FAQ & Feeback

Tuya Smart
86-18769189664

- Home Management
- Message Center
- FAQ & Feedback
- More Services
- Settings

Home Smart Me

FAQ & Feedback

Help and feedbackMy feedback

Enter your questions

Most Asked

| My Devices | Device networking issu... |
| App use issues | Third-party control issu... |

FAQ

Why can't the phone receive App push and alarm sound/door bell ring?

My device was disconnected, how can I reset it?

(For most of Routers）How to configure separate Wi-Fi SSIDs for 2.4 GHz and 5 GHz bands?

What should I do when a smart task (Tap-To-Run or Automation) runs incorrectly?

What should I do when a timed task is not performed correctly?

The device is often offline, the device or device indicator keeps flashing, and the device cannot be...

How to configure Tap-to-Run and Automation?

Feedback / suggestions

Enter in submission page

Report Issue

Right here, please describe details of the issue and note the path of the problem subject in the app. Clear and complete information can help us quickly locate and solve the problem.

+ Select Faulty Device   0/1000

Issue Type   Third-party control issues/Account binding and device connection

Contact Method   Mobile/Email

Occurrence Time   5/10/2021 16:51

Upload Image (3 at most)

+

Submit

Fill in info and submit

Path② : App-Device Info-FAQ & Feedback

声光报警器-vdevo

Alarm

Close alarm switch
Alarm Switch

- Record   No record
- Smart
- Settings

Device panel - Settings

声光报警器-vdevo

声光报警器-vdevo

- Device Information
- Tap-to-Run and Automation

Others

- Share Device
- FAQ & Feedback
- Add to home screen
- Check for Firmware Update

Remove Device

FAQ & Feedback

声光报警器-vdevo   More

Enter your questions

Device Related FAQs
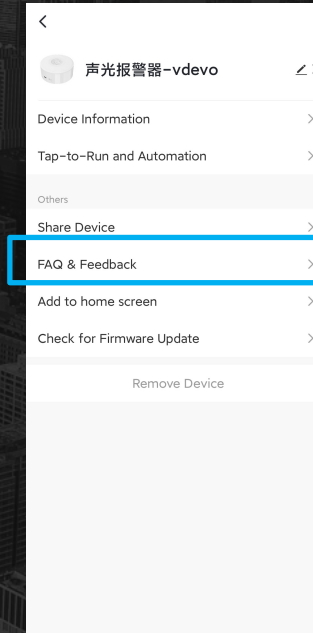
Unresolved? Send Feedback

Enter in submission page
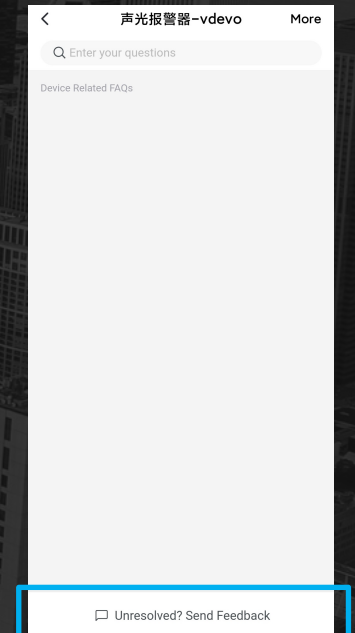
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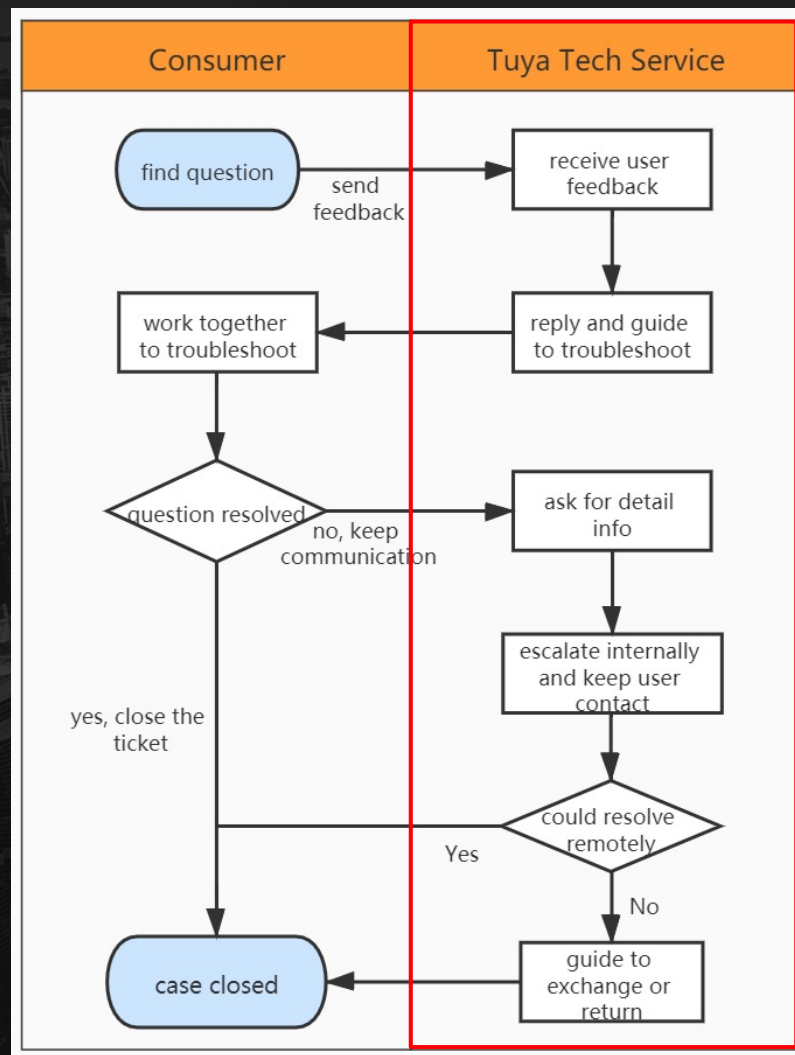
Service process-Tuya processing flow

Service brief :

- When a customer places an order for "hosting service" in the Tuya VAS market, it means the customer agrees to authorize Tuya to view the customer's OEM/customized App consumer feedback content, and directly contact their consumers for problem handling;

- Tuya processes consumer feedback according to Tuya knowledge base content or customer-specified response strategies during the working time period specified by the customer;

- There is no telephone hosting service currently. If the customer provides telephone service for the consumer, it needs to take the call by the customer itself and guide the consumer to contact Tuya through app user feedback, app live chat, and email;

- If the customer requires Tuya to use the customer's own service system, the request must be made in advance;

- App user feedback and user email inquiries are charged according to the number of feedbacks. Please refer to the service introduction and charging standards here:
  https://www.tuya.com/vas/commodity/detail?code=SERVICE_DEPOSIT

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Q&A

Q: How does this hosting service charge ?

A: Consumer Feedback Hosting Service is a technical support value-added service provided by Tuya for all OEM/customized app customers. Currently, there are three support channels for App user feedback, App live chat, and email. Customers can choose or combine hosting according to their own business needs.

Among the channels, App user feedback and emails are charged based on the number of consumer inquiries, that is, to charge per feedback ID but not the interactions in one feedback. Considering that App live chat involves service personnel scheduling, we will quote separately after confirming the customer's needs.

For details, please check here: https://www.tuya.com/vas/commodity/detail?code=SERVICE_DEPOSIT

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Q&A

Q: What information should customer provide to Tuya?

A: To ensure the service quality, the following items need to be clarified before the hosting service begins:

1. **The channels you want to enable:** App user feedback, App live chat, email, and others;

2. **Your app's name and product category;**

3. **Requirement of the service time:** work according to Beijing time, 7*12 hours service;

4. **Requirement of the feedback respond time limit:** in how many hours should the team respond to consumer feedback during working hours;

5. **Requirement of handling regions:** if the customer market is facing multiple countries or regions, it is necessary to specify the feedback area that Tuya needs to deal with;

6. **Requirement of handling strategy/script:** without specific requirements, Tuya will deal with consumer feedbacks according to Tuya own handling strategy; if the customer has specific scripts (such as the beginning and end wording), it needs to be given to Tuya in advance for personnel training;

7. **Escalated problem processing:** customers need to discuss with Tuya the standards and procedures for handling special issues, such as inventory, replenishment, logistics, maintenance, return, and exchange issues

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Q&A

Q: What language can Tuya service handle ?

A: Tuya technical service team is based in China, and the team members who undertake overseas customer hosting service are required to have a CET-4 level of English to meet daily basic problem understanding and communication. For hosting service for overseas customers, the default response language is English. In case of feedbacks is in other multi-languages, we will use the Google translation to translate and reply in English.

Q: How to know my service progress and service balance?

A: After the service starts, Tuya will formally notify the customer of the service start time and service content. For customers in service, Tuya will issue service reports regularly based on feedback volume, so that the customer can understand the user consultation situation and service usage, and timely optimize App and products.

Third-party Vendors Referral Plan

Brief:

• Tuya has a wealth of vendor resources around the world. If customers have higher requirements for service language and service time, especially for the localized services, they can select suitable service providers and perform hosting service under Tuya's introduction;

• Using external service providers for hosting service, customers can enjoy certain discounts in the name of Tuya customers. However, the charging method and charging standard are negotiated between the customer and the service provider, and Tuya does not participate in this part;

• Once the service starts, the external service provider is equivalent to the customer service team. If they encounter difficult problems, they can upgrade the problem through the technical support ticket of the Tuya platform, the process is the same as Page 3;

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	Non-hosting	**Tuya Hosting Service**	**External Hosting Service**
Processor	Customer	Tuya	Vendor (service provider)
Benefits	• Directly manage the service capability and quality • Directly hear the user voice	• Relatively low service cost, fast start-up: No need to recruit the service team Directly Use Tuya knowledge base and tools • Tuya monitors consumer feedback and issues service reports	• No need to recruit the service team • More flexible service plan • Can evaluate multiple vendors and select the best one
Lack of	• Relatively high service cost, slow start-up: Need to build a service team Need to train the service team Need to manage the service team	• No telephone hosting • Handling feedback in English/Chinese	• Difficult to manage • Relatively high service cost
Applicable to the customers	• Has a dedicated service team • Has a service/call system • Has strong smart products service capability	• Do not familiar with Smart Industry • No service team or few service personnel • Want to concentrate on the development of app and products	• High requirements for internationalization/localization services

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THANKS