Customer Care & Dealer Support Portals

Boost Customer Satisfaction and Reduce Support Costs

For many product companies, supporting connected devices in the field is yet another new, challenging step in their path towards success in IoT. Through a clear, simple web interface, the Ayla Customer Care and Dealer Support portals make it easy for even entry-level customer support staff to quickly identify specific connected devices and customers experiencing issues, as well as to determine the precise nature of the problem. Those responsible for supporting connected products can also receive alerts that enable proactive and faster support.

Improving Support Responsiveness in Consumer & Commercial Environments

Both the Ayla Customer Care Portal and Dealer Support Portal offer similar capabilities. For instance, both portals allow users to:

- Identify a specific connected product experiencing an issue, along with information such as the status of particular properties of the product, the firmware version, and a history of alerts and contacts with the product’s users
- See recent alerts, connectivity events and data points displayed in charts, bar graphs or other behavioral views—including how that information trends over time
- View information on the customer owner of the device, including contact information, network status and other connected devices in use
- Integrate with the support data contained in third-party support systems—such as Zendesk, Freshdesk and Salesforce Cloud—already in use by the enterprise

Benefits

- Reduce support costs through fewer support calls and truck rolls
- Understand current device issues, as well as past behavior, to best support devices
- Control and manage staff access to customer information
- Improve support responsiveness with near real-time alerts

Features

- Searchable list of currently alerting devices
- Detailed diagnostic information on device and customer
- Administrative functions to manage staff access, application display, and diagnostic alerts
- Identification and alerts of both errors and replenishment opportunities

Acme Device Support

Device: 0923452355

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
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<tbody>
<tr>
<td>Temperature</td>
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<tr>
<td>Freezer Temp</td>
<td>32°F</td>
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<tr>
<td>Fridge Temp</td>
<td>47°F</td>
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<td>Water Dispenser</td>
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<tr>
<td>Meiala</td>
<td>XA52 Refrigerator</td>
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<td>Alert Timestamp</td>
<td>07/17/2017</td>
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<td>Service Provider</td>
<td>Acme Device Support</td>
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<tr>
<td>Service Type</td>
<td>Corporate</td>
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</tbody>
</table>

Customer Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Greg Tran</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:gtran@myplace.com">gtran@myplace.com</a></td>
</tr>
<tr>
<td>Address</td>
<td>33263 Lake Blvd Dr. Belmont, California 99464</td>
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<td>Status</td>
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<tr>
<td>Phone</td>
<td>650-234-5678</td>
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<tr>
<td>Fax</td>
<td>650-234-5679</td>
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<td>Neighbors</td>
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</tbody>
</table>

Recent Support Tickets

- Connectivity Failure: 07/15/2017, Open
- Connectivity Failure: 07/14/2017, Closed
- Registration Failure: 06/25/2017, Closed
- Customer Feedback: 06/15/2017, Closed
- Registration Failure: 06/14/2017, Closed

Recent Alerts

- Alert 1: 07/15/2017: Freezer door open 1 minute
- Alert 2: 07/15/2017: Freezer door open 1 minute
- Alert 3: 07/14/2017: Freezer door open 1 minute
- Alert 4: 07/14/2017: High freezer temperature
- Alert 5: 07/14/2017: Elite repair

Recent Connection Events

- Event 1: 07/15/2017: Offline
- Event 2: 07/15/2017: Offline
- Event 3: 07/14/2017: Inactive
- Event 4: 07/14/2017: Offline
- Event 5: 07/14/2017: Offline
Ayla Networks, a global IoT platform-as-a-service (PaaS) provider, enables the world’s largest companies to connect and ingest data from nearly any sensor, system and cloud. By leveraging Ayla’s Agile Internet of Things Platform™, customers are able to quickly produce future-proofed, connected products, while normalizing data for ongoing insights and analytics. Ayla is a member of the elite Amazon Web Services (AWS) Partner Network, so all products and data using the Ayla IoT cloud gain the security and availability benefits of the AWS cloud infrastructure.

For more information, contact Ayla Networks at www.aylanetworks.com.

Applications

The Dealer Support Portal works in either consumer or commercial environments, providing additional benefits that include:

- Reduced support costs through fewer truck rolls and optimized truck routing, which reduces gas costs and improves the efficiency of support teams’ truck routes
- The ability for manufacturers to manage their dealer networks, such as clarifying regions of operation, determining the connected products that each dealer can view, and generating reports on individual dealer performance
- The ability for dealers to manage access to the portal by their staff members, such as determining what data truck drivers, office staff or support technicians can view

Who Would Use It

Any IoT product manufacturer bringing WiFi, BLE, or Cellular devices to market can leverage the Ayla Support Suite to enable Tier 1 / Tier 2 and Dealer support teams to be more effective in their remote diagnosis and support activities.

Availability

The Ayla Support Suite is available to Ayla customers in:

- North America
- South America
- Europe
- Asia Pacific

Pricing

The Ayla Customer Care Portal and Dealer Support Portal are available now, with a tiered pricing structure and flexible options for feature customizations.

About Us

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