

## DYXnet WeChat Customer Support Platform User Guide



# DYXnet WeChat Customer Support Platform

A user-friendly, efficient, and smart customer support service on WeChat, providing live chat, smart alert, service monitoring as well as personalized notification. Our customers can now stay updated with the latest service status and seek for assistance promptly when encountering any service issues.



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### Scan the QR code and follow "第一线客服" WeChat account







#### Service Monitoring

[MPLS customer applicable]

Once you have accessed your company account with customer ID, you will have the visibility of your account info and can monitor your bandwidth utilization on a daily, weekly, monthly and yearly basics in a self-service manner.



#### Smart Alert

(MPLS customer applicable ]

Allow you to receive various service alerts including network butage and network outage recovery.



#### Personalized Notification

[MPLS customer applicable]

Set up custom service notifications and push notification message to specific individual or group. Your team can then focus the resources on the incident that needs attention and take immediate action.

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# 7x24 Live Chat

[ All applicable ]

DYXnet 24x7 support team via WeChat. It offers live chat customer support and ensures your service issue is being handled immediately.



### Service Monitoring

# How to monitor the bandwidth usage on the platform?



Smart Alert & Personalized Notification

# How to receive and view the notification message?

Once you login a fault report notice including network down or recovery will be shown on your home page



## 7x24 Live Chat

### How to use live chat?



Our customer service team is stand by and ready to answer your question or handle any reported issues through the chatroom







For any enquiry, please email to info@dyxnet.com 24-hour Customer Service Centre: HK +852 3152 2626 |CN 4001-DYXNET (4001-399638) |TW 0800 380 320