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.

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

01 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.

02 Smart Alert
【 MPLS customer applicable 】

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

03 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.

04 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.

How to monitor the
bandwidth usage on the platform?

Step 1

Click 客戶信息

under the 客戶服務 tab

Step 2

Fill in the required info –
Customer ID, Password,
name, mobile and email.
You can add more than
one CID.

Step 3

Click 綁定賬號 to
login the portal

If there are more than
one customer no., you can
select the specific company

Once you login，
you can find the your account
manager contact information

Click「查看服務詳情」
the detail will be listed

To search specific network
info, enter keywords by
selecting corresponding
"IP" "客戶標識" or "服務號"

Click ∨ to get more network info

Click 查看流量圖 MRTG charts
will be shown

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

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Click [>] to access more details

This platform allows you to set up personalized
notification based on specific network.
In addition, the notification could
be sent to specific colleagues or team.

How to use live chat?

Step 1

Click 在線客服 under
the 客戶服務 tab

Step 2

Click 點擊聯繫客服

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

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