



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.



Follow Us
Now

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



▶ Follow Us and Enjoy Our Customer Service Now



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 basis in a self-service manner.



Smart Alert

[MPLS customer applicable]

Allow you to receive various service alerts including network outage 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.



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

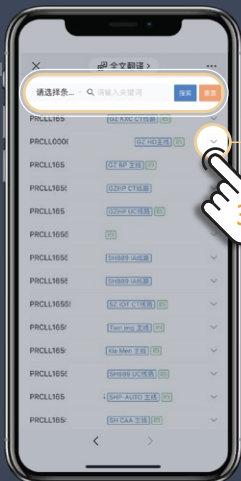
Click **綁定賬號** to login the portal



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



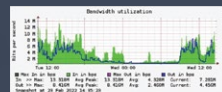
To search specific network info, enter keywords by selecting corresponding "IP" "客戶標識" or "服務號"



Click **▼** to get more network info



Click **查看流量圖** MRTG charts will be shown



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

Click **查看服務詳情** the detail will be listed

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



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



Follow us:



For any enquiry, please email to info@dyxnet.com

24-hour Customer Service Centre: TW 0800 380 320 | CN 4001-DYXNET (4001-399638) | HK +852 3152 2626