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1. **Purpose：**

This document is to establish the processes, activities, and control requirements for the technical support services provided to company clients, ensuring the timeliness and effectiveness of pre-sales and after-sales technical support for sales projects, ultimately achieving customer satisfaction and striving for industry-leading “service first” standards.

1. **Scope:**

This document applies to various technical support services provided by the Customer Technical Service Center of the IoT Department to sales centers and overseas subsidiary marketing activities of the company。

**3.Reference Document：**“Customer Complaints and Returns Control Procedure”

**4.Responsibilities:**

4.1 Conduct pre-sales technical training for suppliers proficiently in English。

4.2 Efficiently and proficiently provide on-site solutions for customer scenarios and offer technical support to complete installations。

4.3 Proactively identify equipment faults before customers notice them, resolve issues promptly, and provide preliminary analysis reports when equipment malfunctions occur, mobilizing resources to resolve problems as soon as possible.

4.4 [Customer Service Center duties: Pre-sales engineers are on duty (rotation schedule) to answer customer service calls at 400-806-8266.On-duty personnel must keep their phones on 24/7. Replies to emails sent to support@esysunhome.com must be confirmed within 12 hours，and soloutions must be provided within 24 hours. In cases of urgent situations, on-duty personnel must organize relevant staff to negotiate and resolve customer issues。](mailto:客服中心服务，售前工程师轮值（轮值表）接听客服电话400-806-8266，值班人员需要保持24小时开机，邮箱support@esysunhome.com需12小时内确认回复，24小时内出具解决方案，特别紧急情况值班人员需要组织相关人员协商解决客户问题。)

**5.Technical Service Support Process：**

Receive Customer Technical Service Appointment

Confirm Technical Service Requirements and Time with Sales and customer

Prepare documentation and provide customers with professional training

Special Scenario: Conduct on-site testing, restore the scene, record parameter settings and precautions

Special Scenario Form for Techinical Support Confirmation

Document Notes and Pre-sales Error Troubleshooting

On-site & Remote Technical Support, providing all guidance based on relevant materials

Complete Installation

Prepare Technical Service Support Report

Record on-site anomalies into the Anomaly Investigation Record Collection

Weekly Routine Equipment Operational Status Monitoring

Customer Service Follow-up Record after one week of Installation and operation

5.Customer Service Center Process

Registering Customer Service Leads (Phone calls, Emails, Instant messages)

Customer complaint

Sales lead

Transfer to the Marketing Department for Customer Review

Equipment malfunction & customer complaint

Technical support & daily issues

Marketing Department confirms lead allocation to the Sales Department for follow-up

Gather Information, Understand on-site situation

Standard Template Response, Immediate Response Handling

Organize relevant personnel to develop solutions and arrange dedicated individuals or partners for execution

Product exchange or return due to product issues

Remote Service

On-site Service

Quality Control Center

This process is recorded in the ‘Customer Service Process Registration Form’

One week later, customer follow-up, case closure registration record

1. Job Content：

6.1 Technical support for new and complex scenarios requires a two-day advance appointment. The pre-sales team communicates with R&D in advance to design solutions, interpret scenarios, and prepare relevant technical service materials.

6. 2 For complex and new scenarios, pre-sales engineers are responsible for setting up scenario tests, reproducing customer on-site scenarios, recording parameters to be set, and registering in the ‘Pre-sales Technical Support Confirmation Form’.

6.3 When providing on-site technical support for complex and new scenarios, parameters are set according to the ‘Pre-sales Technical Support Confirmation Form’, and errors such as incorrect wiring are identified and guided against.

6.4 After completing all debugging and ensuring the normal operation operation of equipment, update the ‘Pre-sales Error Troubleshooting Record’ and compile the ‘Pre-sales Support Process Report’ with graphical and textual elements。

6.5 For complex and new scenarios, daily equipment status checks are conducted three times a day for the first seven days, and then twice a day starting from the eighth day, continuing for a month. Records are maintained in the ‘Equipment Operation Record Form’.

6.6 During operation, if customer-end equipment issues lead to complaints, they are classified and handled by on-duty customer service personnel. Major issues require convening team meetings to discuss solutions, following the ‘Customer Complaints and Returns Control Procedure’.

6.7 One week after installation and operation, customer service personnel conduct follow-up visits with customers and sales via email or phone, referring to the ‘Customer Service Follow-up Question List’.

6.8 Customer service forwards customer information to the marketing department upon receiving customer leads, and the marketing department reviews and assigns them to regional sales managers.

6.9 Under normal circumstances, technical service materials are provided through remote video or voice technical services to enhance service efficiency (on-site services provided in special circumstances). Whenever possible, technical support services are provided on-site by our technical service personnel during the first installation, along with on-site training.

6.10 Continuous promotion of technical service work includes after-sales service such as technical training, precautions, and warranty policies, to enhance brand service image. New partners must attend no fewer than two training sessions, with their level recorded and rated (basic, intermediate, advanced), serving as a reference for sales managers. The technical support capability of partners is one of the necessary conditions for business cooperation.

1. **Forms：**

8.1 ESY-A1-RD-003/R1 Pre-sales Technical Support Confirmation Form

8.2 ESY-A1-RD-003/R2 Pre-sales Error Troubleshooting SOP

8.3 ESY-A1-RD-003/R3 Pre-sales Support Process Report

8.3 ESY-A1-RD-003/R4 Equipment Operation Record Form

8.4 ESY-A1-RD-003/R5 Customer Service Follow-up Question List