



Knowledge Tree

tag (topic + issue)	Topic	Issue	Protocol
sensor_scan_not_working	Sensor	Sensor fails to successfully scan and enter the 60 min warm up stage	<p>This is a possible NFC not working situation. Here are three troubleshooting techniques we go for -</p> <ol style="list-style-type: none">Restarting the phoneUninstalling and reinstalling the appLogging out and logging in <p>If the user is on an iPhone, simply asking them if the iPhone works.</p> <p>If the NFC issue persists, request the user to ask a family/friends for an NFC enabled phone. They can start once they successfully activate their sensor and worry there. Also, the sensor stores data for 30 days if there's anyone's phone that they could use once every 7 hours, that would do it. The user can be logged in from multiple devices using the same email details, so they can monitor from their phone and make all the necessary inputs and just use the friends/family phone for scanning.</p> <p>Some quirky pointers -</p> <ul style="list-style-type: none">If the user is using a Samsung phone, ask them to turn off their case and use the back side of their phone to scan the sensor. Sometimes the case's thickness prevents the NFC from working properly.There seems to be some problem with Oneplus phone's NFC. Just confirm the phone model and proceed with troubleshooting problems.
sensor_invalid_readings	Sensor	Sensor is reporting invalid readings (<40 or >500) for over 6-8 hours.	<ul style="list-style-type: none">Readings less than 40 and higher than 500 are considered invalid readings. Check this data in the Stints place of the Ops Dash.If invalid readings persist for over 6 hours, initiate replacement.If the user is in the first 24 hours, we ask them to wait for the first 24 hour window.
sensor_invalid_reading_midway	Sensor	Cyborgs graph isn't updating upon	<ul style="list-style-type: none">Check 'CGM Stints/Lifetime Data' on the ops dashboard. Look for readings below 40 or above 500.If it's Day 1 on the sensor, let the user know

		scanning/stuck at the same value	<p>sensor takes 24 hours to calibrate.</p> <ul style="list-style-type: none"> • If it's past Day 1 and the sensor has been re invalid readings for over 6-8 hours, process a replacement.
sensor_failed_to_start	Sensor	<p>Sensor going through the 60 minute warm-up state over and over.</p> <p>Has tried multiple scans and it's been over 4+ hours but no data is showing.</p>	<ul style="list-style-type: none"> • Check 'Sensor States' on the ops dashboard for repeated 'Warming Up' logs. • If the user has gone through this process 3 process a replacement.
sensor_knock_off	Sensor	<p>Sensor fell off randomly or due to any activity before the 14 day period</p>	<p>The sensor cannot be reapplied once it come process a replacement.</p>
sensor_expired_prematurely	Sensor	<p>User sees "Sensor Expired" on their screen before the designated 14-day period.</p>	<ul style="list-style-type: none"> • Flag to tech, in case something can be done • If nothing can be done in this case, process replacement
sensor_discomfort	Sensor	<p>User is experiencing some pain/discomfort.</p>	<ul style="list-style-type: none"> • Understand the type of discomfort the user • Have they applied the patch after shaving? I mandatory. • Have they applied on a tattoo/scar? If yes, ti incorrect application. <p>If the user sees blood upon sensor applicati</p> <ul style="list-style-type: none"> • Check with the user if they're experiencing pain/discomfort. • If not, assure them that they have nothing to about and can reach out to us if anything. <p>If the user is experiencing some pain/discon</p> <p>-</p> <ul style="list-style-type: none"> • If the pain/discomfort is too much, replace t • If they're on day 1, let them know that they c experience some irritation. Ask them to reach on day 2. <p>If the user is experiencing blood clot because sensor/patch, then -</p> <ul style="list-style-type: none"> • Ask the user to take off the sensor immedia send in a replacement sensor. • Let them know that we have an in-house de we can connect them to.

sensor_discomfort_replacement	Sensor	When a user faces issues with discomfort and we replace the sensor because of this	
sensor_patch_discomfort	Sensor	User is experiencing some pain/discomfort but this is caused by the protective patch	<ul style="list-style-type: none"> Understand the type of discomfort the user Have they applied the patch after shaving? If mandatory. <p>If the user sees rashes upon patch application</p> <ul style="list-style-type: none"> Ask the user to take the patch off immediately Ask them to observe the skin under the sensor Let them know that we have an in-house device we can connect them to. <p>If the user feels itchy sensation upon patch application, then -</p> <ul style="list-style-type: none"> Ask the user to take the patch off immediately Ask them to observe the skin under the sensor Let them know that they can use a new patch once the sensation has gone down.
sensor_applicator_fail	Sensor	Sensor doesn't get released from the applicator	Nothing can be done in this case, process a new sensor
sensor_baseline_algo_change	Sensor	When we switch off the algorithm in CGM stints	This is for cases where the user's Filtered Data to the glucometer/how the user is feeling their data
sensor_baseline_error	Sensor	User believes that the sensor's readings are either too high/low and it does not align with how they are feeling generally	<p>The protocol for baseline calibration error is to follow these steps:</p> <p>Phase 1:</p> <ul style="list-style-type: none"> Ask for a screenshot of their recent most recent reading from the app >> check raw readings on CGM stints raw readings on CGM stints look valid >> edit >> disable calibration algo. <p>Phase 2:</p> <ul style="list-style-type: none"> If the above step doesn't give the user satisfactory readings, ask the user if they have a glucometer (send one out) Ask them to send us two readings on the glucometer along with the exact time they were taken - 1 fasting and 1 non-fasting state reading (Both readings at least an hour apart) Head to 'Lifetime Data' on the ops dashboard and look at the 'Processed Trend' graph. Compare the glucometer readings to the CGM readings after 15/20 minutes. <p>For instance - If the user sends us a glucometer reading taken at 9am, compare it to the sensor reading at 9:15/9:20am and note down the difference.</p> <ul style="list-style-type: none"> Follow the above step for both glucometer readings sent by the user and average out the difference. Head to 'CGM Stints' on the ops dashboard and edit out the user's ID. Click on the 'Edit' icon on their latest stint. Add in the change to be made there (Just a number if the baseline has to be shifted up. If

			<p>baseline has to be shifted down, add a '-' before number).</p> <ul style="list-style-type: none"> Ask the user to observe the readings for the couple of days, once the change is live.
sensor_baseline_replacement	Sensor	User believes that the sensor's readings are still too low/high post recalibration.	Nothing can be done in this case, process a r
sensor_enquiry_int	Sensor	Leads who ask if we ship outside India, UK, UAE and EU.	<p>The answer is no, as of now. However, offer a workaround for international shipping.</p> <p>Let them know that we do have a lot of international customers though who manage a workaround ordering the sensors and getting them delivered to their Indian address of a fellow travelling/visiting th</p>
sensor_enquiry	Sensor	How does the M1 program work?	<p>Use the "What is the M1 program?" macro —</p> <p>The M1 program works by helping you understand which foods work for you and which ones don't based on your glucose driven food score. It also gives you tips on how you can improve your food's impact on your health by improving macros, timing of the meal and posting the meal as lifestyle interventions.</p> <p>Here are the program details and FAQs: https://www.notion.so/ultrahumanapp/Ultrahuman-Cyborg-Program-Details-e6151e8049ba463b95b8756ef3e82aa4</p> <p>This should help clarify. Do let us know if you have any additional questions after going through the details.</p> <p>In addition to this, we have a product demo on YouTube everyday at 7PM. You can book your spot here: https://calendly.com/ultrahuman-cyborg/ultrahuman-cyborg-demo.</p> <p>We would love for you to join 😊</p>
sensor_diabetic_user	Sensor	When a diabetic user comes with any queries (secondary tag)	It could be a baseline issue, could be a reading issue. I want to change my target range, feel free to tag them along with the pertaining tag as diabetic.
sensor_diabetic_enquiry	Sensor	When a diabetic lead comes with any queries (secondary tag)	If a lead specifies they are diabetic and are looking to buy the sensor to help with diabetes management, use this tag.
sensor_sudden_spike/dip	Sensor	When the users see a random sharp spike or dip on their graph	<ul style="list-style-type: none"> Understand what caused the spike. If the user has been idle, not stressed and eating/performing physical activity, it is counted as a sudden spike. <p>Let the user know that the spike can be removed.</p> <p>Protocol: Take the user's email ID and flag it to the on-call dev to remove the sudden spike. T</p>

			ensure that the spike does not affect their overall metabolic score (#support-tech-oncall-request on Slack).
sensor_patch_request	Sensor	When the users request for additional patches	<p>Take the user's purchase email ID/order ID. Check on Shopify.</p> <p>Use the User Request sheet > open the Patch enter the date, user's purchase email ID and total of patches required to be sent to the user.</p>
sensor_application_help	Sensor	When the user asks help to apply the sensor and pair it with the app	<p>Send the user the sensor application video - https://www.youtube.com/watch?v=fX8qYdU</p>
sensor_airport_security	Sensor	Can we fly with the sensor?	<p>We let the user know that the sensor is approved for travel. Assure them that there will be no issue with airport security and that the staff are typically familiar with the CGM device as it is for glucose monitoring.</p> <p>However, if they are carrying the sensors in hand, they need to be put in the checked-in baggage.</p>
sensor_expiry_date	Sensor	When the user asks till when can they use the sensor. if the sensor	

		has an expiry date or not	
sensor_expensive	Sensor	When a lead enquires about the product and says can't go ahead with it because of the prices	<p>Use the expensive macro on Intercom/WATI</p> <p>With the Ultrahuman M1, you get the opportunity to biohack your health and optimise it. You get real-time data of how your body reacts to different activities. You also get access to our team of performance coaches who can help you understand your data better, make recommendations, and you get access to the Ultrahuman Premium subscription. Rest assured it's worth it 😊</p> <p>[or]</p> <p>Unfortunately the prices are set at the lowest rates considering all expenses. In case you missed it, the 12-week and 52-week plans are at a discounted rate. Furthermore, we have an EMI option that you could look into. Having said that, we are working on making the platform more accessible for our users. You should see some progress in that very soon :D</p> <p><i>Choose the macro according to the context.</i></p>
sensor_threshold	Sensor	When the user asks if they can do certain activities (such as swimming) with the sensor on (<i>most of the questions revolve around water threshold only</i>)	Let the user know that their glucose sensor is resistant for up to 30 minutes and in depths up to 1 meter (3 feet). So they can shower, swim, and wear their sensor.
sensor_free_trial	Sensor	When a lead asks if they can get the sensors for free	<p>Let the lead know that we do not offer a free trial for the sensor. However, they can browse through our pricing plans/subscription as per their requirements.</p> <p>M1 pricing plans are as follows -</p> <ul style="list-style-type: none"> • A 2-week plan where you get 1 sensor, cost Rs.24,999 • A 12-week plan where you get 6 sensors, cost Rs.48,999 • A 24-week plan where you get 12 sensors, cost Rs.48,999 • A 52-week plan where you get 26 sensors, cost Rs.1,04,999 <p>We also have a subscription where users can get 1 sensor/month for Rs.4,799</p>
sensor_disposal	Sensor	What's the correct way to dispose the sensor?	We recommend that the sensor be disposed of in accordance with all applicable local regulations regarding the disposal of electronic equipment, batteries, sharps, and materials potentially exposed to biohazards.
sensor_removal	Sensor	How to remove the sensors?	<p>Send the user the sensor removal video - https://www.youtube.com/watch?v=SZmYDAI</p>

			There are macros for the same on Intercom.
sensor_environmental_impact	Sensor	Is there a recycling program for the used sensors?	<p>Let the user/lead know that we strive to be environmentally conscious with the materials packaging we use as much as possible, some when it's not easy.</p> <p>We recommend that the sensor be disposed in accordance with all applicable local regulations to the disposal of electronic equipment, batteries, sharps, and more.</p> <p>The protective patch is made up of 95% Cotton Spandex and is largely biodegradable. That's working on making the protective patch with sustainable materials very soon.</p>
sensor_multiple_users_Q	Sensor	User has multiple sensors and is asking if the sensors can be used by friends/family members?	Yes. As long as the sensors are mapped to different email IDs, i.e., login IDs, sensors can be used by people - friends or family members.
sensor_user_error	Sensor	When a user accidentally presses the applicator before placing it on their arm	Nothing can be done in this case, process a refund.
sensor_refund	Sensor	When a refund is initiated	<p>Follow the Shopify process to refund: https://www.notion.so/ultrahumanapp/CX-Bit-d5e7db66ce8e41ad9aa5bd85ac7463fb</p> <p>Update the User Request Sheet under the "Refund" section. Inform the Ops team about any pick-ups that are done.</p>
sensor_pressure_induced_error	Sensor	When a Cyborg says their readings look incorrect for a duration longer than sudden spikes/drops	This most likely happens when the user puts the sensor, which causes a drop in readings, mostly when they are sleeping. Readings become normal when their activity causing pressure is finished.
m1_feedback	Sensor	When a user shares feedback about the M1 sensors	Protocol: Share the relevant feedback with the team on the #product-cx channel on Slack.
sensor_NFC_compatibility	Sensor	When a user purchases a sensor and realises they don't have an NFC enabled phone	Let the user know that it's mandatory to have an NFC enabled phone. Kindly request them to check with their family/friends for an NFC enabled phone. The sensor starts once they successfully activate their sensor. Also, the sensor stores data for 7 days if there's anyone's phone that they can use to sync every 7 hours, that would do it. They can also sync from multiple devices using the same login.

			they can monitor from their phone as well and the necessary inputs and just use their friend: phone for scanning.
sensor_onboarding_call_link	Sensor	When a Cyborg asks for the link	
sensor_how_many_times_to_scan	Sensor	When a Cyborg asks how many times they want to scan their sensors	
sensor_first_24_hours	Sensor	When a Cyborg asks about their readings in the first 24 hours	
sensor_type_difference	Sensor	When a cyborg as for the differences between Libre, Libre Pro or Libre 2.	
sensor_expiry_replacement	Sensor	When we replace a user's sensors because they've expired.	
m1_live_missing_data	Sensor	When a user has missing data and it's not compression error/invalid readings	<p>1. Confirm if iOS or Android</p> <p>a) If iOS, ensure that users Bluetooth + Interr all times for data to be picked up</p> <p>b) If Android, ensure that users Bluetooth & L services are on at all times. Also battery opti needs to be disabled.</p> <p>2. Check if the Ultrahuman App has been run background at all times. Closing or killing the stop your readings from being picked up.</p> <p>3. Ensure that the phone is always in close pr the sensor. Moving away from the phone will readings to be missed.</p>
pro_replaced_by_libre	Sensor	When a user asks to be send libre sensors instead of the pros	<p>If a user is upset about receiving pros instead we can offer to send them libres and have the picked up.</p> <p>Protocol: Notify the Ops team via Slack (cx_ops_req_forms) Ensure to also let them know about pickup of sensors.</p>
ultra30_faq	Sensor	FAQ on Ultra30	Check FAQs on Ultra30 here .
ultra30_enquiry	Sensor	When a user enquires about our Ultra 30 Bootcamp	
ultra30_selection	Sensor	When a user asks about selection for Ultra30	
sensor_app_usage_Q	App Features	When a Cyborg asks Q's about app usage, where to find what	
sensor_scan_over_8_hours	App Features	User is seeing missing data on the graph	Remind the user that the sensor stores data u hours. Hence, they should scan once every 7 least to avoid any gaps in data.

			<p>Additionally, nudge the user to keep their noti on as we send out timely scan reminders.</p>
sensor_readings_download	App Features	When a user asks how they can download their readings	<p>The readings cannot be downloaded but the c exported.</p> <p>To do that, ask the user to head to the metabo >> scroll down >> click on 'More' >> click on Glucose Data'. Ask them to keep an eye on th for their glucose data.</p>
sensor_food_score_question	App Features	Questions pertaining to the food score and why/how is it so?	<p>Refer to this Notion doc: https://www.notion.so/ultrahumanapp/Food-S-Algorithm-923f1b5a4e7243598b1156cd36eb;</p>
sensor_food_score_error	App Features	Error in determining food score	<p>Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S</p>
sensor_food_logging_feedback	App Features	When users share feedback pertaining to the food logging process on the app	<p>Protocol: Share the relevant feedback with th team on the #product-cx channel on Slack.</p>

sensor_activity_score_question	App Features	Questions pertaining to the activity score and why/how is it so?	<p>Share with users: https://blog.ultrahuman.com/blog/activity-fue-everything-you-need-to-know</p> <p>For internal reference: https://www.notion.so/ultrahumanapp/Activity-Detail-Page-63372e7ee2ee4e0f9a03b0cdcc</p>
sensor_activity_score_error	App Features	Error in determining activity score	<p>Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S</p>
sensor_glucometer_check	Sensor	For cases where the user finds that the difference between readings from the sensor and glucometer are within the expected	
integration_wearable_request	App Features	When a user asks us to add certain wearables to connect with the M1	<p>Protocol: Share the relevant request with the team on the #product-cx channel on Slack.</p> <p>Reiterate on the wearables that can be integr: the app.</p>
how_to_connect_with_apple_health	App Features	When a user asks us how they can connect apple health with M1	Let the user know that they can connect Appl with their app directly.
how_to_connect_with_google_fit	App Features	When a user asks us how they can connect google fit with M1	Make sure the user is logged in with the same on the app as logged in with Google Fit. Bann 'connect with google fit' will be under the 'Dis
integrations_faq	App Features	When users ask Q's like where can they see Fitbit Data on the app or what data can they see on the app	
integration_feature_request	App Features	An integration feature such as glucose data from UH app should flow to Apple Health	<p>Protocol: Share the relevant request with the team on the #product-cx channel on Slack. T: folks as well.</p>
integration_sync_error	App Features	When the activities don't get picked up on the UH App	<p>Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S</p>
sensor_how_to_export_data	App Features	When a user asks how they can download the data from the app	To do that, ask the user to head to the metabr >> scroll down >> click on 'More' >> click on Glucose Data'. Ask them to keep an eye on th for their glucose data.

sensor_renewal	App Features	When a user asks how they can purchase more sensors?	A user can buy more sensors by opening the Metabolism tab >> scroll down to "Buy senso
how_to_join_cyborg_army	App Features	When a user asks how they can join the slack army/community	https://join.slack.com/t/cyborg-army/shared-link/1b822h0bq-PzQNlow9VHYIumn3EBD~Q (Ne Army Invite) Flag on the #cyborg-community page if the li work. Tag Divya and Reema.
sensor_feature_request	App Features	When a user wants a particular feature to be added to the app pertaining to the M1 program	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S
sensor_vector_logic	App Features	How is the metabolic vectors calculated?	Refer to this Notion doc: https://www.notion.so/ultrahumanapp/Metabolic-Vectors-5457df6633714a1cb7e2f3cb26d1985
app_tech_error	App Features	When a user flags a bug/faces an issue with the app	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S
factors_affecting_metabolic_score	App Features	How is the metabolic score calculated?	Share with users: https://blog.ultrahuman.com/blog/how-is-your-metabolic-score-calculated Internal reference: https://www.notion.so/ultrahumanapp/live-Metabolic-Score-Latest-version-933cd4fdb045491791d229555b16b24a
readings_deep_dive	App Features	When a user doesn't understand his readings or asks for a deep dive for better understanding	Let the user speak to a performance coach. T open the app >> open the Metabolism tab >> down to find the "Coach and Support" option "Talk to a Performance Coach".
referral_add_more_invites	App Features	When a user wants more invites to be added	Tag the on-call dev to add the required numb to the user.

cyborg_offer_faq	App Features	When an existing cyborg is asking about any current offers	
referral_how_to_refer	App Features	When a user wants to know if they can refer anyone	<p>When users ask how to invite their friends to become Cyborgs: Open the app >> metabolism tab >> down >> you'll see an option called "Invite your friends to become Cyborgs" >> click on that. You'll be able to invite your friends and family members to become Cyborgs! :)</p> <p>If the widget is missing from the app, tag the user on Slack.</p>
sensor_account_transfer	Account	User wants to transfer data from one account to another	Protocol: Take the user's email ID and flag it in the #support-tech-oncall-requests channel on Slack.
sensor_account_deletion	Account	When a user wants us to delete their account with us	Protocol: Take the user's email ID and flag it in the #support-tech-oncall-requests channel on Slack.
sensor_subscription_pause	Account	When a user requests a pause in the monthly subscription	Head to Shopify > Apps > Recurpay > Filter by status > Click on pause subscription
sensor_multiple_accounts_scan	Account	When a user faces a syncing issue while trying to scan the sensor	<p>Let the user know that each sensor can be mapped to only one email ID only. Scanning using multiple email IDs may cause the sensor to malfunction.</p> <p>Protocol: Take the user's email ID and flag it in the #support-tech-oncall-requests channel on Slack.</p>
logistics_ETA	Logistics	By when will I receive my order?	<p>Flag to Divakar on the #cx-ops channel on Slack for an estimate.</p> <p>General rule of thumb -</p> <ul style="list-style-type: none"> • If the delivery is in Bangalore, we aim for same day delivery. • If the delivery is in tier 1 cities, it is 3-5 day delivery.
logistics_incorrect_tracking_status	Logistics	When the status on the order tracking link does not match	Flag to Divakar on the #cx-ops channel on Slack and inform the user that you will get back to them with an update as soon as you receive one.
logistics_expedite	Logistics	When a user asks us to expedite orders	Get the order number and tag Divakar, Tushar to have the order be expedited. Flag on #cx-ops channel on Slack.
logistics_address_contact_update	Logistics	When a user reaches out to update their	

		shipping info	
logistics_revpickup_incorrect_item_received	Logistics	When we arrange a reverse pick up and a user sends back an incorrect item	Inform the user about this and get it exchange informing the ops team.
logistics_incorrect_item_shipped	Logistics	When a user receives an incorrect item/ missing items.	Verify the details by asking for a picture. Inform team and get the right items shipped immediately
logistics_reverse_pick_up	Logistics	When a user reaches out with any reverse pick up related issues (Date/address change etc.)	Inform the ops team to make the necessary changes
logistics_outbound_update	Logistics	When we email user from our end to ask for contact number, address change, updates etc	
bios_graph_download	BIOS	When the user wants to download their glucose/food report after using the sensor for a few weeks	<p>Login to BIOS by going to bios.ultrahuman.com BIOS code on the app [Metabolism tab > scroll to "More" option > tap on Access Ultrahuman BIOS]</p> <p>Hover over the graph which you want to download > click on the download button on the top right.</p>
bios_feedback	BIOS	When a user shares feedback about BIOS	Protocol: Share the relevant feedback with the team on the #product-cx channel on Slack. Tag folks if needed.
bios_how_to_access	BIOS	When a user asks us how they can access BIOS	Login to BIOS by going to bios.ultrahuman.com BIOS code on the app [Metabolism tab > scroll to "More" option > tap on Access Ultrahuman BIOS]
what_is_BIOS	BIOS	When a user doesn't know about BIOS and the analysis available there	The Ultrahuman BIOS is a new feature that all track all your biomarkers in one place. You can access to it by scrolling down on the metabolism tab > click on 'more' >> select 'get access to Ultrahuman BIOS' >> enter the code here on this page - https://bios.ultrahuman.com
account_login_options	App	When users ask us how to login if purchase email is not one of the login options	In this case we let them know that they can login with a Google or Apple ID and also confirm that they can activate premium on that ID if required
digital_activation	Digital	When a user logs in with a different email ID than their purchase email ID	Take the user's email ID. Open the Ops Dashboard > Promocode Usages > Create new promocode the email ID followed by UH_USER_1Y code. Ask user to logout and login using the same ID.

digital_reset_sessions	Digital	When a user asks us to reset his sessions	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S
digital_cancel_sub	Digital	When a user wants to cancel his subscription	https://www.notion.so/ultrahumanapp/How-to-your-Ultrahuman-Premium-access-42004cb8f2654b998a570de91b1def39 (We c this doc with the user, don't forget to collect f)
digital_content_enquiry	Digital	When a user asks where they can find some specific content that they are looking for	Let the user know that with the Ultrahuman al they will be able to: <ul style="list-style-type: none"> • Learn from 100+ of the world's best athlete: neuroscience experts & psychologists • Sleep better, less stress, and workout smart • Progress every day with carefully crafted ar progressive workout programs • Discover the power of your mind via researc meditation • Fall asleep naturally with its bedtime stories • Available across leading devices like Mac A iPad, Apple Watch, and Android phones
digital_feature_request	Digital	When a user suggests a feature	Protocol: Share the relevant request with the team on the #product-cx channel on Slack. Tz folks as well.
digital_free_trial	Digital	When a user asks us to enable a free trial	We enable free trial for 2 weeks. Take the use ID. Open the Ops Dashboard > Promocode Us Create new promocode > enter the email ID f UH_USER_1M code. Then edit the promocode that the free trial is enabled for 2 weeks only. user to logout and login using the same ID.
digital_enquiry	Digital	When a user enquires about our digital sub and prices	Reiterate on the digital content benefits and r leads to the pricing page for digital subscrip https://www.ultrahuman.com/digital/
digital_premium_pro	Digital	When a user enquires about our digital sub and Apple Watch combo	This refers to our lifetime digital subscription with the Apple Watch 7. Please check out this link for further details: https://subscription.ultrahuman.com/subscribe?price=price_1K3cp9HJQkNKZ6daKmvUCyEo
digital_tech_issue	Digital	When a user is facing a tech issue with the content or any digital flow on the app	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on S
digital_feedback	Digital	When a user shares feedback about the digital content on the App	Protocol: Share the relevant feedback with th team on the #product-cx channel on Slack.
sensor_partnership	Partnerships	When someone reaches out with partnership opportunities	Redirect to the Partnerships team on the #inte support-rooster-channel. Tag Kartikeya/Kartil

digital_partnership	Partnerships	When someone reaches out with partnership opportunities	Redirect to the Partnerships team on the #inte support-rooster-channel. Tag Kartikeya/Kartil
what_is_UH?	Miscellaneous	When someone asks what Ultrahuman does and what to expect	Copy paste this: Ultrahuman can help you improve metabolic fitness by using the real-time glucose biomarker. Using the metabolic fitness tracker Ultrahuman, you can lose fat, improve focus, exercise performance and improve sleep quality. The metabolism tracker works by helping you understand which foods work for you and which ones don't on its glucose-driven food score. It also gives you an idea of how you can improve your food's impact on your body by improving macros, timing of the meal, and activity post-meal as a lifestyle intervention. For more information, see the program details and FAQs: https://www.notion.so/ultrahumanapp/L-Cyborg-Program-Details-e6151e8049ba463b95b8756ef3e82aa4
ultrahuman_careers	Miscellaneous	When anyone enquires about career opportunities	Ask them to check out our careers page here: https://ultrahumanapp.notion.site/ultrahuman-the-Metabolic-Fitness-Revolution-63611dda90bd4a24bf1d8807ac065e79 If they are enquiring about a specific position, direct them to the respective team and ask if you can share contact details.
internal_testing	Miscellaneous	Team testing anything on Intercom	Used on Intercom alone.
random	Miscellaneous	Random gifs/messages/pictures that make no sense or have nothing to do with UH	Typically spam. Used on Intercom.
duplicate_chat	Miscellaneous	When users open multiple chats	Used on Intercom alone.
lead_call_back	Miscellaneous	When a lead asks for a call back explaining the product line he is interested in	Ask the user to schedule for a callback using Typeform: https://ultrahumanapp.typeform.com/to/yO1fEutm_source=web If urgent, send the details of the user on CX-SLACK channel on Slack.
cyborg_call_back	Miscellaneous	When an existing user asks for a call back for any reason	Take the user's name, details and send content to CX-team-internal channel on Slack. One of the team members will pick it up.
dontusethtag	Miscellaneous	We were not able to delete this tag from Intercom :(We were not able to delete this tag from Intercom please don't use this :(
payment_error	Payments	When a user is facing an issue/error with the payments	Ask the user to use a different browser/payment method. If none of that works, please contact the #support-tech-oncall-requests.

invoice_generation	Payments	When user asks for a GST invoice	
refund_status	Payments	When a user reaches out to check on the status of their refund/whether the refund has gone through	
performancecoaches	Performance Coach	When a chat is assigned to performance coaches	Tag is commonly used on Intercom.
adv_bio_enquiry	Advance Biomarkers	When a lead asks about the advanced biomarkers program	<p>We have three tests available under the Advai Biomarkers program -</p> <p>1. Cortisol Stress Test - A DIY home saliva test to measure your cortisol cycle and stress profile over a day. Managing cortisol levels helps manage energy levels, body weight, immunity, sleep quality, focus, libido, bone density and menstrual issues. This test costs ₹4,999.</p> <p>2. Metabolite Test - A DIY home urine test that identifies imbalances in your biochemical pathways to improve critical nutrient deficiencies. Manage digestive health, gut health, skin health, food allergies and energy. This test costs ₹9,999.</p> <p>3. Microbiome Test - A DIY home stool test that helps you discover your gut microbiome diversity, improve food absorption and susceptibility to diseases, manage hormones, influence our hormones, metabolism, energy, sleep quality and digestive health. This test costs ₹14,999.</p> <p>For all of these tests, we have free delivery and sample collection, personalized food and lifestyle strategies, as well as 1:1 coach consultation. We also provide access to our Digital subscription alongside it.</p>
adv_bio_rev_pick_up	Advance Biomarkers	When a user reaches out to us for picking up their sample kits	Let Divakar know so that he can have it picked up. The Channel on Slack is the Cx-Ops one.
adv_bio_faq	Advance Biomarkers	When an existing user asks Q's about the program, reports etc	
ring_expensive	Ring	When a lead says the ring is expensive (secondary tag)	
ring_enquiry	Ring	When a lead asks about the ring, prices, how it works etc	
ring_refund	Ring	When we issue a refund for the ring	
ring_onboarding_help	Ring	When a user needs help on how to connect the ring, or any questions about starting usage	Protocol: Let the user know that they would have received an email with instructions for onboarding. They can follow that and reach out in case they have issues.

r1_feedback	Ring	When a user shares feedback about the Ultrahuman Ring	Protocol: Share the relevant feedback with the team on the #product-cx channel on Slack.
KS_price_diff	Ring	When a user asks why there is a difference between the ring price of the website and the ring price on Kickstarter	Kickstarter is our UK arm and we had to decide prices in their currency (GBP) and when we saw prices lower by a thin margin than our launch prices. We also saw a drop in GBP which lowered it further. That's why the price difference. We are expecting prices to fluctuate and this is something we have no control over. Our delivery timelines don't change though. We will begin shipping to the US starting December for those who bought it under early bird prices from our original plan. For our Kickstarter backers, we will begin shipping in January.
ring_battery_issues	Ring	When user reaches out about battery issues. (Not charging, stuck on one value etc, charge going down fast)	
ring_scratch		Any physical issues with the ring such as paint coming off, scratches etc	
ring_scratch_replacement	Ring	When we replace a user's ring due to there being a scratch	
ring_f_issues	Ring	When the ring cannot pair with the app but ring is visible in the phone's BT menu (First time or otherwise)	
ring_connection_issues_replacement	Ring	When the ring does not pair and we have to issue a replacement	
ring_incorrect_data	Ring	Issues where the data is not matching expected data (when compared to other wearables), calibration wait time, iOS sleep bug.	
ring_incorrect_data_replacement	Ring	When the data acquired is incorrect and we replace the ring	Protocol : Flag this to the ring_tech_support channel and proceed accordingly
ring_not_uploading_data	Ring		
ring_not_uploading_data_replacement	Ring	Data not being uploaded accurately and we replace the ring	Protocol: Flag this to the ring_tech_support channel and proceed accordingly
ring_colour_dispute	Ring	When a user ordered one colour but got another, or when a user wants to change	

		the colour of the ring if it is not as expected	
ring_app_tech_error	Ring	Any app related issues, firmware not updating, different dates, app crashing	
ring_charger_replacement	Ring	Light on the charger not turning on, ring not charging, charger lost	
ring_inscription_request	Ring	When a user asks if they can get something inscribed on their ring	
ring_add_charger_request	Ring	When a user wants to purchase an additional charger	
ring_sizing_kit_fit_issues	Ring	When none of the sizing kit sizes fit the user.	
temp_ring	Ring	When we issue temporary rings to users.	
ring_repair_status	Ring	When users ask for the status on their ring that was added for repair.	
ring_replacement_status	Ring	When users ask for the status on their ring that was added for a replacement.	
ring_phone_request	Ring	For cases where we send phones to ring users (particularly android 13)	
ring_charger_issues	Ring	When there are issues with the charger but we do not replace it.	
app_data_consumption_issue	App	When the app consumes high data	
app_battery_consumption_issue	App	When the app cause high battery consumption	
rewire_program_enquiry	Ring + Sensor	When people enquire about our wearable pre-diabetes program.	
logistics_update	Ring	This tag is to be used whenever the conversation is about an update on the order when it is with DHL/Ops and on hold.	

Ring_colour_dispute_replacement	Ring	To be used when we replace a ring due to the customer being unhappy with the colour they have received.	
Ring_cracked_or_damaged_replacement	Ring	To be used for when we replace due to the inside of the ring chipping off or having some other damage.	
coach_external_dash_access	Dash Access	To be used where someone asks for access to the coach dash.	
coach_external_dash_issues	Dash Access	When there are issues with accessing the dash/any issues related to coach dash	
ring_sizing_kit_faqs	Ring	To be used when after receiving the sizing kits, if the user comes to us with questions on which finger is better, how the fit should be etc.	
subscription_delay	Sensor	To be used for cases where the user asks us to delay the upcoming renewal date.	
Ring_incorrect_HR/HRV	Ring	To be used when users report incorrect HR/HRV data from the R1.	
Ring_incorrect_movement_index	Ring	To be used when users report incorrect steps/movement index from the R1.	
Ring_incorrect_sleep_data	Ring	To be used when users report incorrect sleep data tracked from the R1.	
sensor_onboarding_faq	Sensor	To be used when a user is asking any questions around the initial usage of the sensor (Eg. How long do I need to wait before applying, warm up stage questions etc)	
ring_android_13_issue	Ring	To be used for cases where users are having issues due to android 13 devices.	
ring_fit_issues	Ring	To be used for cases where the user has fit	

		issues post receiving the ring.	
custom_charges	Miscellaneous	To be used for all for all reimbursements, queries, affidavits related chats towards customs query	
Ring_repair	Ring	To be used where tech team asks for the rings to be picked up from users for repair/service.	
sensor_subscription_check_in	Sensor	For cases where users are checking in on their subscription (Not to be user in case of a pause or a cancellation)	
m1_lite_enquiry	Sensor	When users enquire about the M1 lite program	
m1_lite_3p_whitelist_stint	Sensor	3p sensor and whitelisted stint wise	
m1_lite_3p_whitelist_user	Sensor	3p sensor and whitelisted user wise	
m1_lite_3p_no_action	Sensor	3p and we don't white list as done before	
m1_lite_internal_whitelist_stint	Sensor	internal sensor and whitelisted stint wise	
m1_lite_unsure_source	Sensor	user claims internal sensor and we could not confirm, flag to relevant POC	
ring_misplaced	Ring	When users lose the ring.	
ring_misplaced_replacement	Ring	When users lose the ring and we send another ring (with an aesthetic defect)	
UltrahumanX_Enquiry	Ring + Sensor	To be used when users are enquiring about UltrahumanX	
UltrahumanX_Refund	UltrahumanX	To be used when we refund the subscription amount of UltrahumanX.	
uhx_activation	Ring + Sensor	To be used when users reach out to us for activating their UltrahumanX membership	
logisitcs_hold_delivery	Logistics	When users ask us to hold/delay delivery.	
sensor_steep_invalid_spike	Sensor	When users get straight steep invalid	

		spikes.	
sensor_steep_invalid_spike_replacement	Sensor	When users get straight steep invalid spikes and we replace the sensor.	
ring_wrong_sku_replacement	Ring	This is to be used when users receive the wrong SKUs shipped to them - which is different from their original selected preference.	
Temperature_sensor_ring_replacement	Ring	Cases where the temperature sensor has failed	
Motion_sensor_ring_replacement	Ring	Cases where the motion sensor has failed	
M1_Lite_Refund	M1 Lite	Cases where we share the steps with the user to initiate a refund for their Lite sub.	
m1_lite_activation	M1 Lite	For cases where M1 Lite is manually activated for the user from the dash.	
merch_size_update	Miscellaneous	For cases where we need a user's merch sizes.	
ring_air_faq		This tag is used for addressing general inquiries from users, such as ring description, features, in-app changes, and more.	
trade_in_faq		This tag is used when users have common questions about trade-in credit amounts, eligibility criteria, and related topics.	
trade_in_add_req		This tag is specifically designated for users who wish to trade in a smart ring other than R1, Oura gen 2, and Oura gen 3.	
trade_in_refund		Use this tag for handling queries concerning refunds related to trade-in credit amounts.	
trade_in_rto		This tag is for addressing users' inquiries regarding the process of sending	

		<p>their trade-in rings to us, local warehouse address, etc.</p> <p>Message cx_internal_updates</p> <p>Shift + Return to add a new line</p>	
ring_r1		This tag has to be used with the other common tags when the variant is R1.	
ring_air		This tag has to be used with the other common tags when the variant is Air.	
ring_discomfort		For users who reach out with skin irritation while using Ring	
Motion_sensor_ring_replacement		Whenever we replace the ring when there is a motion sensor failure.	
Temperature_sensor_ring_replacement		Whenever we replace the ring when there is a temperature sensor failure.	
Ring_HR_sensor_issue_replacement		Whenever we replace the ring when there is a HR sensor failure.	
Fuel_gauge_failure_replacement		Whenever we replace the ring when there is a fuel gauge failure	
Fuel_gauge_failure		Whenever there is a fuel gauge failure	
Battery_issues_replacement		Whenever we replace the ring due to battery failure	
upgrade_to_AIR		To be used when we upgrade an order to Air	
vip_user		For cases where a user listed as "VIP" on the backend has reached out for any query.	
blacklisted_user		For cases where a user has been blacklisted.	

customs_clearance	Logistics	For cases where the user reaches out because the parcel is stuck with customs due to paper work/ID proof etc.	
ring_not_advertising	Ring	When the ring cannot pair with the app but ring is not visible in the phone's BT menu (First time or otherwise)	
ring_not_advertising_replacement	Ring	For cases where we replace the ring due to ring not advertising	
sensor_internal_not_compatible	Sensor	Internally sent sensors that are not compatible with the app.	
sensor_external_compatible		External sensors that are compatible with the app.	
sensor_external_not_compatible		External sensors that are not compatible with the app.	
ring_early_discolouration		When users face discolouration during the initial few days of receiving the ring	
ring_early_discolouration_replacement		When users face discolouration during the initial few days of receiving the ring and we replace the ring	
BV_Refund		Refund cases	
BV_Reschedule		Where they want us to reschedule their blood test appointment to another date	
BV_ETA		ETA for reports.	
BV_FAQ		Queries for what is BV	
BV_readings_deep_dive -		Queries about BV data.	
M1_US_Prescription	Sensor	Queries about sensor prescriptions for US users	
M1_US_Techissue	Sensor	Data not syncing and related tech issues	
M1_US_Faq	Sensor	General FAQs and enquires	
XSTORE_ETA		ETA for products	
Xstore_FAQ		FAQ on the product, etc	
Xstore_Refund		Refunds	
sensor_scan_not_working_replacements		When we replace the sensor in case the	

		scans are not going through (Dead sensor)	
Flagged_Tech		When we flag any case to Tech	
Flagged_Ops		When we flag any case to Ops	
Flagged_Finance		When we flag any case to Finance	
Flagged_Other		When we flag any case to Other teams	
UHXact_Amazon		To be used when users review us on amazon and seek complimentary UHX.	
Powerplugs_Refund		When user is asking for a refund	
Powerplugs_FAQ		General queries about the PowerPlugs	
PP_readings_deep_dive		When user is asking to look into the PowerPlugs data and explain it	
Powerplugs_app_usage		Users asking questions about the PP app navigation	
Powerplugs_enquiry		Looking to buy PowerPlugs	
Powerplugs_feedback		Feedbacks for the feature	
Powerplugs_data		When user is having issues with the data from the PowerPlug	
Powerplugs_tech		App Tech related issue with the PowerPlugs	
Ring_HR_9_Issue_Replacement		Applicable for replacements for HR 9 cases	
Ring_battery_dissipation_Replacement		Replacements due to high battery drain	
Ring_battery_sensor_Error_replacement		Replacements due to battery sensor failure	
Ring_not_charging_replacement		Replacements issued due to ring not being able to charge	
Ring_preselected_sizing_mismatch_Replacement		Replacements in cases where there is a discrepancy between the selected size and the original ring.	
Ring_loose_vs_sizing_kit_replacement		Replacements issued when the original ring is looser than the corresponding sizing	

		kit ring of the same size	
Ring_tight_vs_sizing_kit_replacement		Replacements issued when the original ring is tighter than the corresponding sizing kit ring of the same size	
Ring_resin_scratch_replacement			
Ring_sharp_edges_replacement			
Ring_resin_crack_no_fluid_Replacement			
Ring_air_bubble_Replacement			
Ring_crack_edges_Replacement			
Ring_slight_crack_inner_side_Replacement			
Ring_resin_damage_outward_replacements			
Ring_battery_bulge_Replacement			
Ring_heating_replacement		Replacements issued when the ring heats up abnormally (>50 degree celcius)	
Ring_reshipping_updated_address_replacement		Replacements issued when the ring was shipped to the older address. Can also be used for cases where the address updates are done by the user post the ring gets shipped.	
Ring_incorrect_sku_updated_replacement		Replacements issued due to wrong SKU (size or colour) shipped	
Ring_lost_in_transit_replacement		Replacement issued when rings are lost in transit	
Customs_issue_ring_Replacement		Replacement when the ring is stuck in customs for too long	
Ring_incorrect_HR/HRV_Replacements		Replacements due to incorrect HR or HRV data picked by the ring	
Ring_incorrect_sleep_Replacement		Replacement due to incorrect sleep data	
Ring_incorrect_movement_Replacement		Replacement due to incorrect Movement index	

WATI TAGS (all the tags above are part of WATI, additional ones are listed below)

Aa Tag	≡ Topic	≡ Issue	≡ Protocol	≡ Similar Q
unsubscribe				
business_auto_reply				
sensor_not_interested				
ring_not_interested				
ring_buy_later				
sensor_buy_later				
purchased				

- [Topic] Sensor
 - [issue 1] Sensor Scanning is not working [id: [sensor_scan_not_working](#)]
 - [Protocol]: Try restarting NFC
 - [issue 2]
 - [how frequently should I change the patch?](#)

Logistics

- where is my order?
 - incorrect tracking status
 - expedite
- Cyborg App Features
 - Missing graph ()
 - App features
 - Integration:
 - Food log
 - Activity log page
 - will spikes due to activity affect my MS?
 - [protocol] No.
 - Vectors
 - manual calibration - [spec] [Manual Calibration](#)
- Account
 - Account Deletion
 - Protocol: Contact on call
 - I scanned my sensor using another account
 - how to export my data?

- BIOS
 - How to download glucose report? (#903)
 - How to download BIOS report?
 - How to download food report?
- Digital app
 - Video is not playing

Good To-Dos:

- Screen recoding for reporting bugs on the app is preferred that screenshots
-

Whom to tag from tech based on issues?

-

Metrics to track

- what % of reach outs are made on #support_tech_on_call

OPEN QUESTIONS

- ☐ How do notify all the teams about a new feature?
 - ☐ maybe under asana
 - ☐ or #fea

Tags database