



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. - three troubleshooting techniques we go for -</p> <ul style="list-style-type: none">a) Restarting the phoneb) Uninstalling and reinstalling the appc) Logging 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 family/friends for an NFC enabled phone. They can start once they successfully activate their sensor. Also, the sensor stores data for 7 days, so if there's anyone's phone that they could use, they can use it. If the user needs to scan once every 7 hours, that would do it. The user can be logged in from multiple devices using the same 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 take 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 before proceeding 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 on the CGM Stints place of the Ops Dash.• If invalid readings persist for over 6 hours, it's time for replacement.• If the user is in the first 24 hours, we ask them to check the data 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	sensor takes 24 hours to calibrate. • If it's past Day 1 and the sensor has been reinvalid readings for over 6-8 hours, process a replacement.
sensor_failed_to_start	Sensor	Sensor going through the 60 minute warm-up state over and over. Has tried multiple scans and it's been over 4+ hours but no data is showing.	• Check 'Sensor States' on the ops dashboard for repeated 'Warming Up' logs. • If the user has gone through this process 3 times, process a replacement.
sensor_knock_off	Sensor	Sensor fell off randomly or due to any activity before the 14 day period	The sensor cannot be reapplied once it comes off. Process a replacement.
sensor_expired_prematurely	Sensor	User sees "Sensor Expired" on their screen before the designated 14-day period.	• Flag to tech, in case something can be done. • If nothing can be done in this case, process a replacement.
sensor_discomfort	Sensor	User is experiencing some pain/discomfort.	<ul style="list-style-type: none"> Understand the type of discomfort the user is experiencing. Have they applied the patch after shaving? It is mandatory. Have they applied on a tattoo/scar? If yes, tell them about incorrect application. <p>If the user sees blood upon sensor application -</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 worry about and can reach out to us if anything. <p>If the user is experiencing some pain/discomfort -</p> <ul style="list-style-type: none"> If the pain/discomfort is too much, replace the sensor. If they're on day 1, let them know that they can experience some irritation. Ask them to reach out on day 2. <p>If the user is experiencing blood clot because of sensor/patch, then -</p> <ul style="list-style-type: none"> Ask the user to take off the sensor immediately and send in a replacement sensor. Let them know that we have an in-house doctor who can connect them to.

<code>sensor_discomfort_replacement</code>	Sensor	When a user faces issues with discomfort and we replace the sensor because of this	
<code>sensor_patch_discomfort</code>	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? It is 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 doctor who 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 if the sensation has gone down.
<code>sensor_applicator_fail</code>	Sensor	Sensor doesn't get released from the applicator	Nothing can be done in this case, process a return.
<code>sensor_baseline_algo_change</code>	Sensor	When we switch off the algorithm in CGM stints	This is for cases where the users Filtered Data is different to the glucometer/how the user is feeling than the data
<code>sensor_baseline_error</code>	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 the following:</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 satisfied readings, ask the user if they have a glucometer (if yes, send one out) Ask them to send us two readings on the glucometer along with the exact time they were taken - 1 fasted and 1 non-fasted state reading (Both readings should be taken at least an hour apart) Head to 'Lifetime Data' on the ops dashboard and compare the glucometer readings to the CGM readings after 15/20 minutes. For instance - If the user sends us a glucometer reading taken at 9am, compare it to the sensor reading taken at 9:15/9:20am and note down the difference. 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 enter the user's ID. Click on the 'Edit' icon on their latest stint. Add in the change to be made there (Just add a number if the baseline has to be shifted up). If

			<p>baseline has to be shifted down, add a '-' before the 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 return.
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 Indian address of a fellow travelling/travelling friend.</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 blood sugar by improving macros, timing of the meal and adjusting 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 additional questions after going through the details.</p> <p>In addition to this, we have a product demo or demo 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)	<p>It could be a baseline issue, could be a reading issue. If I want to change my target range, feel free to tag them along with the pertaining tag as diabetic.</p>
sensor_diabetic_enquiry	Sensor	When a diabetic lead comes with any queries (secondary tag)	<p>If a lead specifies they are diabetic and are looking to buy the sensor to help with diabetes management, use this tag.</p>
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 an 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 user requests for additional patches	<p>Take the user's purchase email ID/order ID. Click on Shopify.</p> <p>Use the User Request sheet > open the Patch section > enter the date, user's purchase email ID and the number of patches required to be sent to the user.</p>
sensor_application_help	Sensor	When the user asks for help to apply the sensor and pair it with the app	<p>Send the user the sensor application video -</p> <p>https://www.youtube.com/watch?v=fX8qYdU</p>
sensor_airport_security	Sensor	Can we fly with the sensor?	<p>WeLet the user know that the sensor is approved for travel. Assure them that there will be no issues with airport security and that the staff are typically aware of this. The CGM device is for glucose monitoring.</p> <p>However, if they are carrying the sensors in hand luggage, 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, provide recommendations, and you get access to the Ultrahuman Premium subscription. Rest assured, the prices are 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 to our users. You should see some progress in the coming weeks :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>)	<p>Let the user know that their glucose sensor is resistant for up to 30 minutes and in depths up to 3 meters (3 feet). So they can shower, swim, and exercise wearing their sensor.</p>
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 requirement.</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.12,999 • A 12-week plan where you get 6 sensors, cost Rs.24,999 • 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 in accordance with all applicable local regulations relating to the disposal of electronic equipment, batteries, sharps, and materials potentially exposed to them.
sensor_removal	Sensor	How to remove the sensors?	Send the user the sensor removal video - https://www.youtube.com/watch?v=SZmYDAI

			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 regulation to the disposal of electronic equipment, battery sharps, and more.</p> <p>The protective patch is made up of 95% Cotton Spandex and is largely biodegradable. That said, we are working on making the protective patch with more 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 multiple 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 Requests" section. Inform the Ops team about any pick-ups that have been 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 pressure on the sensor, which causes a drop in readings. This mostly happens when they are sleeping. Readings become normal again when they are active causing pressure to be released.
m1_feedback	Sensor	When a user shares feedback about the M1 sensors	Protocol: Share the relevant feedback with the product management 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. If there's anyone's phone that they can use to connect to the sensor every 7 hours, that would do it. They can also connect to the sensor from multiple devices using the same login.

			they can monitor from their phone as well and the necessary inputs and just use their friend's 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 asks 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 rur 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 proximity to the sensor. Moving away from the phone will cause 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 them 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 up to 8 hours. Hence, they should scan once every 7 days to avoid any gaps in data.

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

<code>sensor_activity_score_question</code>	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>
<code>sensor_activity_score_error</code>	App Features	Error in determining activity score	<p>Protocol: Take the user's email ID and flag it (#support-tech-oncall-requests channel on Slack).</p>
<code>sensor_glucometer_check</code>	Sensor	For cases where the user finds that the difference between readings from the sensor and glucometer are within the expected	
<code>integration_wearable_request</code>	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 integrated with the app.</p>
<code>how_to_connect_with_apple_health</code>	App Features	When a user asks us how they can connect apple health with M1	Let the user know that they can connect Apple Health with their app directly.
<code>how_to_connect_with_google_fit</code>	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 account on the app as logged in with Google Fit. A banner 'connect with google fit' will be under the 'Discover' tab.
<code>integrations_faq</code>	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	
<code>integration_feature_request</code>	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. Tag folks as well.</p>
<code>integration_sync_error</code>	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 (#support-tech-oncall-requests channel on Slack).</p>
<code>sensor_how_to_export_data</code>	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 metabolism section >> scroll down >> click on 'More' >> click on 'Glucose Data'. Ask them to keep an eye on the data 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_i1b822h0bq-PzQNlow9VHYlumn3EBD~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.

<code>cyborg_offer_faq</code>	App Features	When an existing cyborg is asking about any current offers	
<code>referral_how_to_refer</code>	App Features	When a user wants to know if they can refer anyone	When users ask how to invite their friends to Cyborgs: Open the app >> metabolism tab >> down >> you'll see an option called "Invite yo to become Cyborgs" >> click on that. You'll b invite your friends and family members to be Cyborgs! :)
<code>sensor_account_transfer</code>	Account	User wants to transfer data from one account to another	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on Slack).
<code>sensor_account_deletion</code>	Account	When a user wants us to delete their account with us	Protocol: Take the user's email ID and flag it t (#support-tech-oncall-requests channel on Slack).
<code>sensor_subscription_pause</code>	Account	When a user requests a pause in the monthly subscription	Head to Shopify > Apps > Recurpay > Filter t Click on pause subscription
<code>sensor_multiple_accounts_scan</code>	Account	When a user faces a syncing issue while trying to scan the sensor	Let the user know that each sensor can be mapped to one email ID only. Scanning using multiple email IDs will cause the sensor to malfunction. Protocol: Take the user's email ID and flag it t if there is anything that can be done. (#support-tech-oncall-requests channel on Slack).
<code>logistics_ETA</code>	Logistics	By when will I receive my order?	Flag to Divakar on the #cx-ops channel on Slack with an estimate. General rule of thumb - <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 days of ETA.
<code>logistics_incorrect_tracking_status</code>	Logistics	When the status on the order tracking link does not match	Flag to Divakar on the #cx-ops channel on Slack and let the user that you will get back to them with an update as soon as you receive one.
<code>logistics_expedite</code>	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-commerce on Slack.
<code>logistics_address_contact_update</code>	Logistics	When a user reaches out to update their address/contact information	

		shipping info	
<code>logistics_revpickup_incorrect_item_received</code>	Logistics	When we arrange a reverse pick up and a user sends back an incorrect item	Inform the user about this and get it exchanged informing the ops team.
<code>logistics_incorrect_item_shipped</code>	Logistics	When a user receives an incorrect item/ missing items.	Verify the details by asking for a picture. Inform the ops team and get the right items shipped immediately.
<code>logistics_reverse_pick_up</code>	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.
<code>logistics_outbound_update</code>	Logistics	When we email user from our end to ask for contact number, address change, updates etc	
<code>bios_graph_download</code>	BIOS	When the user wants to download their glucose/food report after using the sensor for a few weeks	Login to BIOS by going to bios.ultrahuman.com BIOS code on the app [Metabolism tab > scroll "More" option > tap on Access Ultrahuman BI] Hover over the graph which you want to download and click on the download button on the top right.
<code>bios_feedback</code>	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.
<code>bios_how_to_access</code>	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 "More" option > tap on Access Ultrahuman BI]
<code>what_is_BIOS</code>	BIOS	When a user doesn't know about BIOS and the analysis available there	The Ultrahuman BIOS is a new feature that allows users to track all their 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
<code>account_login_options</code>	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 log in with a Google or Apple ID and also confirm that they can activate premium on that ID if required.
<code>digital_activation</code>	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 with the email ID followed by UH_USER_1Y code. A user can then logout and login using the same ID.

<code>digital_reset_sessions</code>	Digital	When a user asks us to reset his sessions	Protocol: Take the user's email ID and flag it (#support-tech-oncall-requests channel on Slack)
<code>digital_cancel_sub</code>	Digital	When a user wants to cancel his subscription	https://www.notion.so/ultrahumanapp/How-to-your-Ultrahuman-Premium-access-42004cb8f2654b998a570de91b1def39 (We can link this doc with the user, don't forget to collect feedback)
<code>digital_content_enquiry</code>	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 app, they will be able to: <ul style="list-style-type: none">• Learn from 100+ of the world's best athletes, neuroscience experts & psychologists• Sleep better, less stress, and workout smart• Progress every day with carefully crafted and progressive workout programs• Discover the power of your mind via research and meditation• Fall asleep naturally with its bedtime stories• Available across leading devices like Mac Air, iPad, Apple Watch, and Android phones
<code>digital_feature_request</code>	Digital	When a user suggests a feature	Protocol: Share the relevant request with the team on the #product-cx channel on Slack. Tag folks as well.
<code>digital_free_trial</code>	Digital	When a user asks us to enable a free trial	We enable free trial for 2 weeks. Take the user's ID. Open the Ops Dashboard > Promocode Usage. Create new promocode > enter the email ID for UH_USER_1M code. Then edit the promocode so that the free trial is enabled for 2 weeks only. Ask the user to logout and login using the same ID.
<code>digital_enquiry</code>	Digital	When a user enquires about our digital sub and prices	Reiterate on the digital content benefits and redirect to the pricing page for digital subscription. https://www.ultrahuman.com/digital/
<code>digital_premium_pro</code>	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/subscription?price=price_1K3cp9HJQKNKZ6daKmvUCyEo
<code>digital_tech_issue</code>	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 (#support-tech-oncall-requests channel on Slack)
<code>digital_feedback</code>	Digital	When a user shares feedback about the digital content on the App	Protocol: Share the relevant feedback with the team on the #product-cx channel on Slack.
<code>sensor_partnership</code>	Partnerships	When someone reaches out with partnership opportunities	Redirect to the Partnerships team on the #integrations-support-rooster-channel. Tag Kartikeya/Kartik

<code>digital_partnership</code>	Partnerships	When someone reaches out with partnership opportunities	Redirect to the Partnerships team on the #internal-support-rooster-channel. Tag Kartikeya/Kartik
<code>what_is_UH?</code>	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 do not based on its glucose driven food score. It also gives tips around how you can improve your food's impact on your body by improving macros, timing of the meal, activity post the meal as lifestyle intervention, the program details and FAQs: https://www.notion.so/ultrahumanapp/L-Cyborg-Program-Details-e6151e8049ba463b95b8756ef3e82aa4
<code>ultrahuman_careers</code>	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
<code>internal_testing</code>	Miscellaneous	Team testing anything on intercom	Used on Intercom alone.
<code>random</code>	Miscellaneous	Random gifs/messages/pictures that make no sense or have anything to do with UH	Typically spam. Used on Intercom.
<code>duplicate_chat</code>	Miscellaneous	When users open multiple chats	Used on Intercom alone.
<code>lead_call_back</code>	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/yO1Eutm_source=web If urgent, send the details of the user on cx-sa channel on Slack.
<code>cyborg_call_back</code>	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 member's will pick it up.
<code>donotusesthistag</code>	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 :(
<code>payment_error</code>	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.

<code>invoice_generation</code>	Payments	When user asks for a GST invoice	
<code>refund_status</code>	Payments	When a user reaches out to check on the status of their refund/whether the refund has gone through	
<code>performancecoaches</code>	Performance Coach	When a chat is assigned to performance coaches	Tag is commonly used on Intercom.
<code>adv_bio_enquiry</code>	Advance Biomarkers	When a lead asks about the advanced biomarkers program	<p>We have three tests available under the Advance 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 measures imbalances in your biochemical pathways to predict critical nutrient deficiencies. Manage digestive health, gut health, skin health, food allergies and energy levels. This test costs ₹9,999.</p> <p>3. Microbiome Test - A DIY home stool test to discover your gut microbiome diversity responsible for food absorption and susceptibility to diseases. It influences our hormones, metabolism, energy levels, sleep quality and digestive health. This test costs ₹14,999.</p> <p>For all of these tests, we have free delivery and collection, personalized food and lifestyle strategies as well as 1:1 coach consultation. We also provide access to our Digital subscription alongside it.</p>
<code>adv_bio_rev_pick_up</code>	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. Channel on Slack is the Cx-Ops one.
<code>adv_bio_faq</code>	Advance Biomarkers	When an existing user asks Q's about the program, reports etc	
<code>ring_expensive</code>	Ring	When a lead says the ring is expensive (secondary tag)	
<code>ring_enquiry</code>	Ring	When a lead asks about the ring, prices, how it works etc	
<code>ring_refund</code>	Ring	When we issue a refund for the ring	
<code>ring_onboarding_help</code>	Ring	When a user needs help on how to connect the ring, or any questions about starting usage	<p>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 any issues.</p>

<code>r1_feedback</code>	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.
<code>KS_price_diff</code>	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 sell 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 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 first for who bought it under early bird prices from our campaign (as per the original plan). For our Kickstarter backers, we will begin shipping in January.
<code>ring_battery_issues</code>	Ring	When user reaches out about battery issues. (Not charging, stuck on one value etc, charge going down fast)	
<code>ring_scratch</code>		Any physical issues with the ring such as paint coming off, scratches etc	
<code>ring_scratch_replacement</code>	Ring	When we replace a user's ring due to there being a scratch	
<code>ring_f_issues</code>	Ring	When the ring cannot pair with the app but the ring is visible in the phone's BT menu (First time or otherwise)	
<code>ring_connection_issues_replacement</code>	Ring	When the ring does not pair and we have to issue a replacement	
<code>ring_incorrect_data</code>	Ring	Issues where the data is not matching expected data (when compared to other wearables), calibration wait time, iOS sleep bug.	
<code>ring_incorrect_data_replacement</code>	Ring	When the data acquired is incorrect and we replace the ring	Protocol : Flag this to the ring_tech_support channel and proceed accordingly
<code>ring_not_uploading_data</code>	Ring	Data not being uploaded accurately and we replace the ring	Protocol: Flag this to the ring_tech_support channel and proceed accordingly
<code>ring_not_uploading_data_replacement</code>	Ring	When a user ordered one colour but got another, or when a user wants to change	
<code>ring_colour_dispute</code>	Ring		

		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.

<code>Ring_colour_dispute_replacement</code>	Ring	To be used when we replace a ring due to the customer being unhappy with the colour they have received.
<code>Ring_cracked_or_damaged_replacement</code>	Ring	To be used for when we replace due to the inside of the ring chipping off or having some other damage.
<code>coach_external_dash_access</code>	Dash Access	To be used where someone asks for access to the coach dash.
<code>coach_external_dash_issues</code>	Dash Access	When there are issues with accessing the dash/any issues related to coach dash
<code>ring_sizing_kit_faqs</code>	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.
<code>subscription_delay</code>	Sensor	To be used for cases where the user asks us to delay the upcoming renewal date.
<code>Ring_incorrect_HR/HRV</code>	Ring	To be used when users report incorrect HR/HRV data from the R1.
<code>Ring_incorrect_movement_index</code>	Ring	To be used when users report incorrect steps/movement index from the R1.
<code>Ring_incorrect_sleep_data</code>	Ring	To be used when users report incorrect sleep data tracked from the R1.
<code>sensor_onboarding_faq</code>	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)
<code>ring_android_13_issue</code>	Ring	To be used for cases where users are having issues due to android 13 devices.
<code>ring_fit_issues</code>	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	
logistics_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.	
Temparature_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	

	their trade-in rings to us, local warehouse address, etc.	
	Message cx_internal_updates	
	Shift + Return to add a new line	
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.	
Temparature_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.	

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

- [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 recording for reporting bugs on the app is preferred than 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