



# Support SOP

## ▼ Contact/User Details Update (Mobile No, Email ID)

Take all the details from customer and update in the workforce dashboard.

**Process: Customers > All Customers > Search PID > Customer Tab > Update Customer Details**

Properties:

**Status :** Resolved

**Type of Issue:** Request to update call details

**Group:** Support

**Agent:** <agentname>

TAT – Instant

## ▼ Failed Payment/Duplicate Payment Refunds

For this scenario, there are 2 things that need to be confirmed with the customer.

- **Refund not received (Uninstallation Cases)** – Where the Security Deposit is not refunded back till now.

In this case, check:

1. Search the uninstallation ticket and search for the property Refund Amount.
2. If the refund amount is mentioned, check the ticket status (**Assigned to Refunds Team**).
3. You can ask the customer to check his/her **Email ID** and confirm if the refund link has been received by the customer.
4. Refund link will be initiated from Razorpay. (Email ID: [noreply@razorpay.com](mailto:noreply@razorpay.com)) - Need to confirm this with the customer.

If it is not received, then tag your **Team Leads** in the WhatsApp or Slack channel to check on this to get the refund link.

## **TAT - 24 Hours**

- **Failed Payments**

In this case, check:

1. Check in Razorpay ([https://dashboard.razorpay.com/signin?screen=sign\\_in](https://dashboard.razorpay.com/signin?screen=sign_in)) with the registered number or email address and confirm the date of transaction.
2. If the payment fails, then the refund will be initiated automatically by Razorpay within 3-4 working days on to the source account.

- **Duplicate Payment Refunds**

In this case, check:

1. Check if the payment is added to the Account. If it's added, cross-verify in the portals Razorpay and Easebuzz if its a Failed or Success Payments.
2. ***Update it the Tech Issues Sheet.*** ([Click](#))
3. Once commands are removed share it to Accounts Channel and tag Disha to initiate a refund for the customer.

**Properties: [Until tech team reverts the commands]**

**Status :** Dependency on Tech Team

**Type of Issue:** Duplicate Payment

**Group:** Support

**Agent:** <agentname>

**TAT –** 24 hours

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**Properties: [Pending on Accounts team]**

**Status:** Pending

**Type of Issue:** Duplicate Payment

**Group:** Support

**Agent:** <agentname>

**TAT –** 24 hours

▼ Unable to recharge via the App

In this case, do confirm the following things with the customer:

1. What is the error on app while recharging?
2. Which version of the App is he using?
3. Is he able to go to razorpay page and post that if it's getting failed?

**Properties:**

**Status :** Resolved

**Type of Issue:** Unable to Recharge Via App

**Group:** Support

**Agent:** <agentname>

**TAT - 24 Hours**

▼ Recharge not Reflecting

1. Before asking customer, check transaction details in Razorpay.
2. If you are not able to find the details in Razorpay, confirm the transaction details such as (registered email ID, phone number, payment ID).
3. If customer is unable to provide all this details, last thing confirm with the customer is ***Have they received any confirmation email from Razorpay after the successful payment.***

If YES 😊 , ask the customer to share a screenshot.

If NO 😞 , the customer will have to check with his/her bank and get confirmation of the amount deducted.

▼ Pausing the Services

**Note: As per the company policy pausing services/rental amount of Rs 250/- can be given only once in a year. If the customer has already taken that, we are not allowed/supposed to give them once again.**

**Note: If the customer is having validity, we are not supposed to give the ₹250 option.**

1. Check the customer's payment history and identify the validity extension. Near to amount it be mentioned in brackets. The amount can be 150, 250, 500, 750 or even 1000.
2. If already given, deny to the customer, explain the policy, and probe to recharge with the Plan Amount.
3. If customer is not agreeing, then forward the ticket the Collections Team.

**Properties: [if support team]**

**Status :** Resolved

**Type of Issue:** Request for Pausing Service

**Group:** Support Team

**Agent:** <agentname>

**TAT – Instant**

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**Properties: [if collection team]**

**Status :** Assign to Collection Team

**Type of Issue:** Request for Pausing Service

**Group:** Collection Team

**Agent:** Col-Log-Ops Team

**TAT – 24 hours**

▼ Invoice Request

Please confirm with the customer whether they are requesting a Recharge Invoice or a Security Deposit Invoice.

**Please note:** GST invoices for B2B and Commercial clients are to be handled by Hema or Elton Lobo. Kindly tag them in the CX channel on Slack to obtain the GST invoice.

- For Recharge Invoice Tag Trisha/Rajath to get it enabled on the dashboard. Once enabled you can download and share it with customers.
- For Security Deposit update on the Security Deposit Sheet ([Click](#)).

**TAT - 24 Hours – Security Deposit**

**TAT – 3 - 4 Days – GST Invoice**

**TAT – Instant – Recharge Invoice**

#### ▼ Plan Change

Confirm with the customer if its an Upgrade or Downgrade of the plan.

### Upgrade:

**Last sync of 36 hours – must be there**

- Suggest to the customer to complete the process through the app. If they encounter any issues, request them to provide a screen-recorded video of the issue and share it with the tech team for further assistance.
- If the customer is unable to make the changes, assist them by updating it directly from the dashboard.

**Properties:**

**Status :** Resolved

**Type of Issue:** Plan Change - Upgrade

**Group:** Support Team

**Agent:** <agentname>

**TAT – Instant**

## **Downgrade**

### **Last sync of 36 hours – must be there**

- Suggest to the customer to complete the process through the app. If they encounter any issues, request them to provide a screen-recorded video of the issue and share it with the tech team for further assistance.
- As per the Reset Policy, if a plan is downgraded through the App or Dashboard, the available litres will be reset to zero, in accordance with the terms and conditions outlined in the company's policy.

Water Purifier: Get India's Smartest Water Purifier on Rent - DrinkPrime  
<https://drinkprime.in/app/faqs>

- If customer is unable to do, help the customer by changing it from the dashboard.

### **Properties:**

**Status** : Resolved

**Type of Issue:** Plan Change - Downgrade

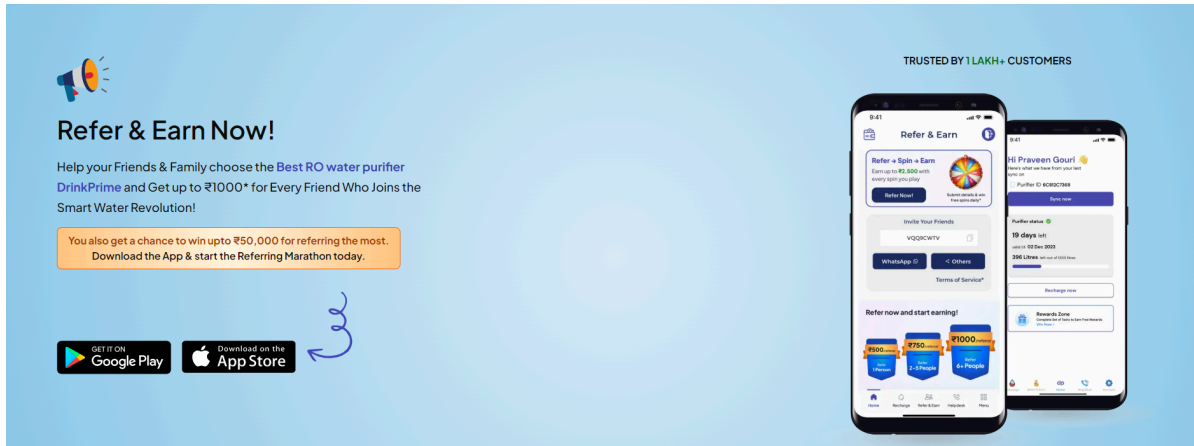
**Group:** Support Team

**Agent:** <agentname>

**TAT – Instant**

▼ Referral Amount not credited to Wallet

- For successful referrals, the referral codes for both parties must match. After the 7-day trial period, the existing customer will receive ₹500, and the new customer will receive ₹200.



- If the amount has not been credited to the wallet, please tag Trisha and Rajath to verify the details in LSQ and check the referral codes. Once the codes are verified and the referral is successful, tag Sakshi in the Wallet Issues Slack channel. If the codes are not verified, tag the Sales Team to review and update the codes in LSQ.

**Properties:** [If Resolved]

**Status :** Resolved

**Type of Issue:** Referral/Review benefits

**Group:** Support Team

**Agent:** <agentname>

**TAT –** Instant

**Properties:** [If not Resolved and need Sakshi Intervention]



**Status :** Pending

**Type of Issue:** Referral/Review benefits

**Group:** Support Team

**Agent:** <agentname>

**TAT –** 24 Hours

▼ Referral Amount not credited to Bank

- Tag Trisha & Rajath to check if the amount has been redeemed.
- If Yes 😊, you can get the UTR number and share it with the customer to check with the Bank.
- If No 😞, then amount is 0 in wallet or the amount is not redeemed. Ask the customer to login to the App with the Registered Number.

**Properties:**

**Status :** Resolved

**Type of Issue:** Referral/Review benefits

**Group:** Support Team

**Agent:** <agentname>

**TAT –** Instant

▼ Request For Payment Link

**Confirm with the customer:**

- If the customer is unable to pay from the App? - If NO, guide the customer how to recharge from the App.

**Properties:**

**Status :** Resolved

**Type of Issue:** Request for payment link

**Group:** Support Team

**Agent:** <agentname>

**TAT –** Instant

▼ Uninstallation

For uninstallation cases take the basic details:

1. Reason for Uninstallation.
2. Try to convince the customer for tech visit if device-related issues. If the customer doesn't agree, then move the case to the Retention Team.

**Properties:**

**Status:** Open

**Type of Issue:** Uninstallation

**Uninstallation Reason:**

**Uninstallation Request Source:**

**Group:** Retention

▼ Slow Filtration

In case of slow filtration on the purifier, check the following details.

1. Is the inlet valve on/off?

2. Does the customer have proper water pressure on the Input tap. (to confirm this ask the customer to check open the tap and confirm if the water flow is normal).
3. Is there any unusual sound from the purifier?

**Properties:**

**Status:** Assign to Ops

**Type of Issue:** Slow Filtration

**Technician visit date and time**

**Group:** Support

**Agent:** POC Name

▼ Tracking Consumption Issue

In this case check the following details on the dashboard:

**Check Sync History and the average consumption of the customer** – If the average litres per month is more than the total litres as per the plan amount than the customer will have to upgrade the plan.

If the average litres is more than the usual, assign for a technician visit to check the flow sensor.

**Properties (If assigned to Ops):**

**Status:** Assign to Ops

**Issue type:** Flow Sensor/SMPS not working

**Technician visit date and time**

**Group:** Support

**Agent:** POC Name

▼ High Wastage of Water

Directly move the issue to Operations Team.

**Status:** Assign to Ops

**Issue type:** High Wastage of water

**Technician visit date and time**

**Group:** Support

**Agent:** POC Name

▼ Loud Noise on the Device

In this case check the following details on the dashboard:

1. If water pressure is there on the Source Water tap. – If no water pressure water pump will make loud noise, as it will take air inside it and as a result it will not fill water.
2. If the Inlet Valve is blocked with dirt in the source water tap, it will make loud noise.

**Properties:**

**Status:** Assign to Ops

**Issue Type:** Loud Noise

**Technician visit date and time**

**Group:** Support

**Agent:** POC Name

▼ Dirt & Insects inside Device

There are 2 things where customer complains about this issue:

1. Algae Formation: If the device is under direct sunlight, it will help in algae formation inside the tank.
2. Dirt/Insects: If the nearby area to purifier is not clean, there is a high chance of ants, cockroaches going inside the tank.

**Status:** Assign to Ops

**Issue type:** Dirt & Insects inside device

**Technician visit date and time**

**Group:** Support

**Agent:** POC Name

▼ Taste/TDS Issue/General Service

**Scenario 1: TDS Issue**

If a customer reports a TDS issue, avoid immediate escalation to Operations (Ops). Instead, follow the steps below to troubleshoot the concern.

**Troubleshooting Steps:**

1. **Output TDS ≤ 200:**
  - a. Inform the customer that TDS levels below 200 are excellent for drinking as per Indian standards (IS 10500 - 2012 & IS 16240 - 2023). WHO states low TDS has no direct health impact, so the water remains safe to drink.
  - b. Share the document only if the customer insists.

[Low TDS Water.pdf](#)

**2. Output TDS > 200:**

**a. If source water has changed recently:**

- i. Advise draining 1-2 buckets of water.
- ii. Allow 7-10 days for the purifier to adapt to the new source.
- iii. If the issue persists, schedule a technician visit as per customer availability.

**b. If source water has NOT changed:**

- i. Ask the customer to check input water TDS at different times of the day.
- ii. If input TDS fluctuates, explain that changing source water affects output TDS.
- iii. If input TDS is stable but output remains high, schedule a technician visit.

**3. Output TDS < 50, and customer requests > 50:**

- a. Explain that Indian standards (IS 10500 - 2012 & IS 16240 - 2023), do not specify a minimum TDS requirement, and low TDS doesn't impact health.

**4. Customer requests a specific TDS value:**

- a. Educate them that TDS can only be adjusted within permissible limits ( $\leq 200$ ) and cannot be set to an exact number due to factors like temperature and dissolved particles.

**Freshdesk Properties:**

**Status:** Assigned to Ops

**Type:** Device Issue - Tech Visit Required

**Tech visit Date and Time**

**Type of Issue/Complaint :** Taste Issue

**L1 - Taste Issue** - TDS Fluctuation

**Group:** Support

**Agent:** <NAME>

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### **Scenario 2: Taste Issue**

For taste-related concerns, avoid escalating to Ops and follow the steps below.

#### **Troubleshooting Steps:**

##### **1. Change in Source Water:**

- a. Inform the customer that taste may vary with source changes (e.g., corporation water, borewell, tanker).
- b. If the source changed within the last 7-10 days:
  - i. Advise draining 1-2 buckets of water.
  - ii. Allow the purifier time to adjust.

##### **2. Direct Sunlight Exposure:**

- a. Ask if the purifier is exposed to direct sunlight.
- b. Explain that sunlight can impact taste, temperature, and TDS.
- c. Recommend closing the window or covering the purifier with a thick cloth. If not feasible, offer to relocate the purifier to a shaded area.

##### **3. Recent Technician Visit:**

- a. Explain that taste changes can happen temporarily after service due to RO membrane stabilization.
- b. Advise using the purifier for 1-2 days, flushing 1-2 tanks of water.

##### **4. Long Period of Inactivity: (Unused for more than 15 days)**

- a. Recommend draining the tank and flushing 1-2 full tanks.
- b. Advise checking the TDS to ensure it remains below 200 mg/lit.

##### **5. Persistent Bad Taste or Smell:**

- a. Check if the same issue occurs with other taps using the same source water.
- b. If isolated to the purifier, schedule an Ops job for further investigation.

**Final Step:**

After completing all troubleshooting steps based on the identified reason, if the issue persists, schedule a job to Ops as per customer availability.

- **Set the right expectations:** Inform the customer that the technician will assess the purifier and decide whether any filters need to be added or removed. Avoid making promises regarding filter replacements upfront.

**Freshdesk Properties:**

**Status:** Assigned to Ops

**Type:** Device Issue - Tech Visit Required

**Tech visit Date and Time**

**Type of Issue/Complaint :** Taste Issue

**L1 - Taste Issue** - (Based on Issue, Agent will have to select)

Smell in Water, Water is not Clear, Source water is changed, Water Taste has Changed.

**Group:** Support

**Agent:** <NAME>

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**Scenario 3: General Service Request (GS)**

For general service requests without a reported issue, avoid immediate escalation to Ops. Follow the steps below to assess the situation.

**Troubleshooting Steps:****1. Check Last Service Visit:**

- a. Verify the last service date.
- b. If > 12 months ago: Schedule a technician visit.
- c. If  $\leq$  12 months:



- i. Inform the customer that general service is included in each technician visit (cleaning & flushing of filters).
- ii. Share the exact number of days since the last service, reassuring them that yearly maintenance is standard.

## **2. Determine Service Eligibility:**

- a. If > 1 year since last service: Schedule a technician visit (explain that filter replacements are based on inspection, not guaranteed upfront).
- b. If recent service or usage < 6,000 liters:
  - i. Probe for specific issues.
  - ii. Escalate to Ops only if a valid concern is identified.

### **Freshdesk Properties:**

**Status:** Assigned to Ops

**Type:** Device Issue - Tech Visit Required

### **Tech visit Date and Time**

**Type of Issue/Complaint:** Taste Issue

**L1 - Taste Issue** - I want GS (Last GS >12 Months), I want GS (Last GS <12 Months)

**Group:** Support

**Agent:** <NAME>

### **▼ Not Working**

Ask the customer to reinstall the App first and confirm the version of the App (latest).

### **Check Connectivity whether if its GSM / BLE / WIFI**

1. Check if recharge is done.
2. Check if the customer has synced/connected the purifier after the recharge.

## Check Balance Litres & Validity

1. If validity has expired, ask the customer to recharge by going to the recharge section of the app and then sync.
2. If the balance liters is zero and validity exists - Ask customers to top up by going to the recharge section of the app and sync after top up.

## Last Connected/Synced

1. **Check Wi-Fi Connection and Sync:** If your last connection or sync was more than 15 days ago, please ensure that your device is connected to Wi-Fi and perform a sync. After syncing, check your current balance of liters.
2. **Zero Balance:** If your balance shows zero liters, we recommend topping up your account by visiting the recharge section of the app. Once the top-up is complete, please sync your device again.
3. **Balance Litres Available:** If you still have liters remaining, please confirm whether you have synced or connected to Wi-Fi after your most recent recharge to ensure your balance is up to date.

## Check Commands Page – Check the INIT status of the command if it's a BLE device. If INIT then regenerate the command.

## TROUBLESHOOT:

1. **Restart the Purifier:** Kindly switch off the purifier, wait a few moments, and then switch it back on.
2. **Check Adaptor Red Light:**
  - **No Red Light:** Please remove and reinsert the adaptor. If the issue persists, we will escalate this to our Operations team.
  - **Red Light Present:** The device should now function properly. Please confirm with the customer if everything is working as expected.

3. **Wi-Fi Connection:** If the purifier is not connected, kindly ask the customer to sync or connect the device to Wi-Fi.
4. **Check for Abnormal Vibration/Sound:** Request the customer to touch the purifier and check for any unusual vibrations or sounds.
  - **Abnormal Sound:**
    1. Check if the **Inlet Diverter Valve** is turned **ON**. If it is **OFF**, instruct the customer to turn it on, and the issue should be resolved.
    2. Check the **Water Pressure**. If the water pressure is low, inform the customer that the device is functioning correctly and the issue is due to low water pressure. If the customer still insists, proceed to schedule a technician visit.
  - **If the water pressure is normal, escalate the ticket to Operations for further assistance.**

**Properties:**

**Status:** Assign to Ops

**Tech visit date and time**

**Type of Issue:** Not Working

**POC:** Automation

**Group:** Support

**Agent:** POC Name

▼ Leakage

Ask the following questions to the customer:

1. Is it overflowing from top?
2. Is there water leakage from the front of the device?

3. Is there any leakage from the tap?
4. Is there leakage from the bottom of the device?

**Properties:**

**Status :** Assign to Ops

**Type of Issue:** Leakage

**POC:** Automation

**Group:** Support Team

**Agent:** <agentname>

**TAT** – As per the Slot Availability.

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**Properties: [If there is any leakage from the tap, select the issue Tank Replacement]**

**Status :** Assign to Ops

**Type of Issue:** Tank replacement

**POC:** Automation

**Group:** Support Team

**Agent:** <agentname>

**TAT** – As per the Slot Availability.

▼ Bot Fixing

Ask the following questions from customer.

## **For BLE Devices:**

1. Ensure the purifier is powered on, and the customer is in close proximity to the device.
2. In the nearby Bluetooth range, search for "Purifier-XXXX" (where "XXXX" are the last 4 digits of the Purifier ID).
3. If the device appears in the search, the bot is functioning properly. In this case, instruct the customer to clear their app cache and log in again.
4. If the device does not appear, it indicates the bot is not working. A technician will need to be assigned for bot repair.

## **For Wi-Fi Devices:**

1. Search for the Wi-Fi network "DP\_ (Bot ID)" and select it to connect to the device.
2. If the device appears, the bot is functioning properly.
3. If the device does not appear, either the bot is already configured and connected (confirm by completing the full Wi-Fi troubleshooting process) or the bot is malfunctioning. In the latter case, a technician will need to be assigned for bot repair.

## **Properties:**

**Status :** Assign to Ops

**Type of Issue:** Bot Fixing

**POC:** Automation

**Group:** Support Team

**Agent:** <agentname>

**TAT** – As per the Slot Availability.

#### ▼ Sync Issue (BLE)

Ask the following questions from customer.

#### **For BLE Devices:**

1. Ensure the purifier is powered on, and the customer is in close proximity to the device.
2. In the nearby Bluetooth range, search for "Purifier-XXXX" (where "XXXX" are the last 4 digits of the Purifier ID).
3. If the device appears in the search, the bot is functioning properly. In this case, instruct the customer to clear their app cache and log in again.
4. If the device does not appear, it indicates the bot is not working. A technician will need to be assigned for bot repair.

(Note: 5G doesn't support BLE BOT)

#### ▼ Adaptor Issues

Please check if the red light on the adapter is solid. If the **red light** is not blinking, it indicates that the adapter is not functioning properly. In this case, we will need to schedule a technician visit to resolve the issue.

#### **Properties:**

**Status** : Assign to Ops

**Type of Issue:** Adaptor Issues

**POC:** Automation

**Group:** Support Team

**Agent:** <agentname>

**TAT** – As per the Slot Availability.

#### ▼ Device Replacement

Any device replacement given/suggested by the customer shouldn't be entertained. Need to convince the customer that we need to send "Senior Technician" to resolve the issue and if it requires a replacement technician will confirm us.

**Do not take any request from your end and send it to the Device Replacement Team to check this.**

#### ▼ Back Panel Replacement

In this cases, ask the following things:

1. Share the Photo of the Device.
2. Confirm with the customer if it has fallen down.

**If the device has fallen down, there must be a crack on the device. Assign the case to the Operations Team to replace the Back Panel.**

#### **Properties:**

**Status :** Assign to Ops

**Type of Issue:** Back Panel Replacement

**POC:** Automation

**Group:** Support Team

**Agent:** <agentname>

**TAT** – As per the Slot Availability.

#### ▼ Billing Cycle Issue

Need to explain to the customers about the company policy:

As per the company policy, validity will start from the previous validity expiry date. So if there is any payment made after due date, it will be considered from due date itself. This is also mentioned in the app before you proceed to recharge.

### **Ticket Properties**

**Status**

: Resolved

**Tech visit date and time**

**Type of Issue:** Billing Cycle Issue

**POC:** Automation

**Group:** Support

**Agent:** POC Name

**TAT:** Instant

▼ **Rent To Own Query**

If an existing customer inquires about owning the device, kindly inform them that we have a specialized team dedicated to handling such requests. Let them know that you will arrange a callback from this team to provide all the necessary details and assistance regarding device ownership.

### **Ticket Properties**

**Status**

: Open

**Type of Issue:** Rent To Own Query

**Group:** Rent To Own



TAT: 24 Hours

▼ Burnt/Defective Device

In this case, ask for photos from the customer, meanwhile prioritize the case and assign it to the operations team.

**Ticket Properties**

**Status**

: Assign to Ops

Tech visit date and time

Type of Issue: Burnt/Defective Device

POC: Automation

Group: Support

Agent: POC Name

TAT: 24 Hours

▼ Plan Change Variance Payment Link Creation

- How To Change Payment Plan for Your Purifier

<https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/9dead192-59e6-4081-a7fd-69f0f2d706a4/Presentation1.mp4>

▼ CX is unable to download the iOS App

**If the customer has purchased an iOS phone from outside India, they won't be able to download from the App Store. In this case, the customer will need to change the region in their settings.**

[https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/07c9e16c-1d3d-4516-bf1c-60a4b750fad5/RecordIt-1669110173\\_\(1\).mp4](https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/07c9e16c-1d3d-4516-bf1c-60a4b750fad5/RecordIt-1669110173_(1).mp4)

#### ▼ How CX Postponement happens from DP Technician APP

We've introduced a new feature for Ops Postponement: if a customer attempts to postpone, a 6-digit OTP will be sent for verification. The job can only be postponed upon successful OTP confirmation.

[https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/d5a85e59-7b81-491d-bf55-44a6d2d091f3/DP\\_Tech\\_Postponment.mp4](https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/d5a85e59-7b81-491d-bf55-44a6d2d091f3/DP_Tech_Postponment.mp4)

#### ▼ Rent-To-Own (From The App)

Existing customers can now purchase their DrinkPrime purifier directly through the app

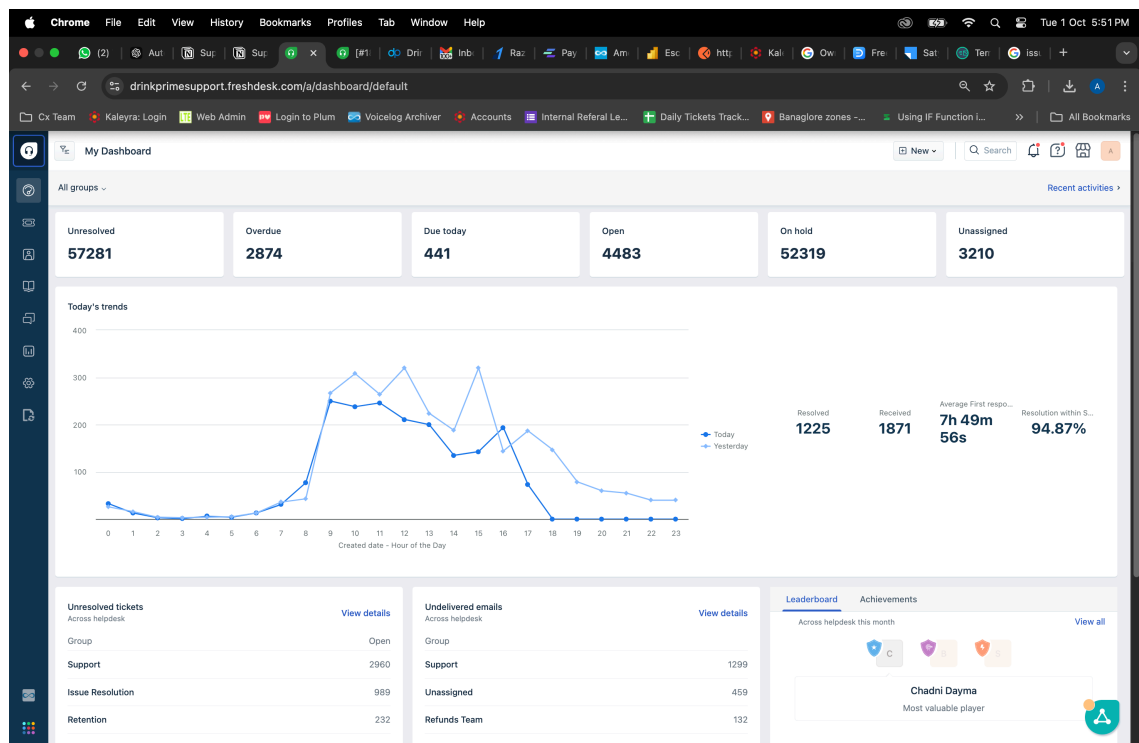
- Open the DrinkPrime App.
- Scroll down to find the option labeled **"You can now BUY your DrinkPrime."**
- Select this option to view FAQs and a detailed cost breakdown, **including 18% GST.**
- Click **"Proceed to Pay"** to complete your purchase.
- Once the payment is successful, your plan will be updated on the Dashboard, and you can start enjoying the benefits!

## VIDEO

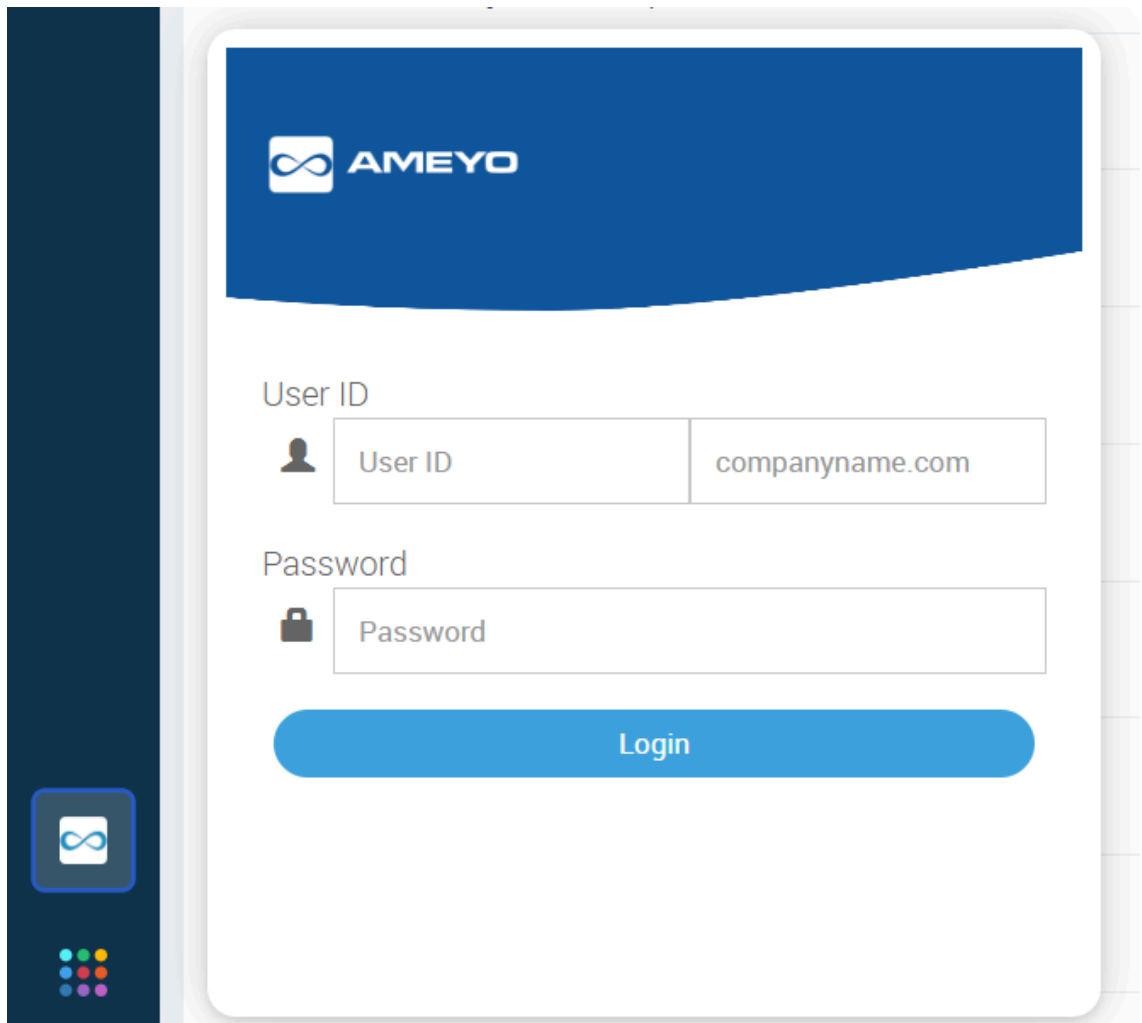
[https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/10ede6c2-8a4b-4771-8b70-41df8d30e39f/WhatsApp\\_Video\\_2024-11-07\\_at\\_2.50.30\\_PM.mp4](https://prod-files-secure.s3.us-west-2.amazonaws.com/b335c091-95eb-489c-a1aa-5c0f713593cd/10ede6c2-8a4b-4771-8b70-41df8d30e39f/WhatsApp_Video_2024-11-07_at_2.50.30_PM.mp4)

## ▼ Tools Used

- **Freshdesk (Ticketing CRM Tool)**



- **Ameyo (Calling Tool)**



The image shows a login interface for AMEYO. On the left is a dark blue sidebar with a white AMEYO logo icon in a square and a 3x3 grid of colored dots below it. The main area has a white background with a blue header containing the AMEYO logo and name. Below the header, there are two input sections: 'User ID' with a user icon and a two-part input field containing 'User ID' and 'companyname.com', and 'Password' with a lock icon and a single input field containing 'Password'. A blue 'Login' button is at the bottom.

AMEYO

User ID

User ID companyname.com

Password

Password

Login

- **Workforce (Customer Database)**

Id	Name	Phone	Email	City	Device Code	Status	Details
285016	Vishal Singh	7007123253	vishalsinghwork1993@gmail.com	Noida		NEW	<a href="#">View</a>
285015	akshay bhagwat	8431340654	akshaybhagwat2002@gmail.com	Bengaluru		NEW	<a href="#">View</a>
285014	Mohammed Arif Raza	8123202755	arif8094@gmail.com	Bengaluru		NEW	<a href="#">View</a>
285013	Sonmani Rahang	9957653545	psonmanirahang@gmail.com	Delhi		ACTIVE	<a href="#">View</a>
285012	Pratyush singh chauhan	9076935292	thakurpratyush281@gmail.com	Noida		NEW	<a href="#">View</a>
285011	Nishanth T	9003921818	tnishanth98@gmail.com	Bengaluru		NEW	<a href="#">View</a>
285010	Ayush Ratan	7839501040	ayush.ratan07@gmail.com	Delhi		NEW	<a href="#">View</a>
285009	Bharat chaudhary	9389821656	bharatvus@gmail.com	Delhi		NEW	<a href="#">View</a>
285008	dev sharma	6266227945	devsharma408@gmail.com	Bengaluru		NEW	<a href="#">View</a>
285007	Arushi gupta	8755718199	arushigupta.qc@gmail.com	Delhi		NEW	<a href="#">View</a>

## ▼ AMC Cost

**Annual Maintenance Cost for Sold Devices will be ₹2500 for a year.**

## ▼ Wifi Troubleshoot

### 1. WIFI Router Troubleshooting:

#### Step-by-Step Process:

##### 1. Check Application:

- Ensure the customer has the application installed. If they are an existing user, prompt them to update the app to the latest version.

##### 2. Proximity to Purifier:

- Confirm the customer is near the purifier to ensure proper connectivity.

##### 3. Sync Purifier:

- In the app's home page, click on "Purifier not synced."
- Select "Enable automated sync" and confirm by clicking **CONFIRM**.

##### 4. Connect to New WIFI Router:

- In the next screen, select **Connect to new wifi router**.
- This will prompt the customer to turn on WIFI.

### 5. **Select Bot ID:**

- Once the WIFI is turned on, a page will appear with a bot ID starting with "DP12345."
- The customer needs to join the network using this bot ID.

### 6. **Choose WIFI Network:**

- The customer will see the available WIFI networks. They should select their own WIFI router name from the list.
- Enter the password for the selected WIFI network and submit.

### 7. **Wait Time:**

- Inform the customer to wait for at least 60 seconds for the synchronization to complete.

### **Important Notes:**

- If the customer is using a 5GHz network, the WIFI router name may not show up. In such cases, refer to the phone hotspot troubleshooting steps.
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## **2. Phone Hotspot Troubleshooting:**

### **Step-by-Step Process:**

#### **1. Check Application:**

- Ensure the customer has the app installed and updated if they are an existing user.

#### **2. Proximity to Purifier:**

- Confirm the customer is near the purifier to ensure proper connectivity.

#### **3. Sync Purifier:**

- On the app's home page, click on "Purifier not synced."
- Select **Connect to new wifi router**.

#### **4. Turn on WIFI:**

- When prompted, turn on the WIFI to proceed.

#### 5. **Join Bot ID:**

- Once the WIFI is turned on, a bot ID (e.g., DP1234) will appear. The customer needs to join this network.

#### 6. **Connect to Hotspot:**

- The customer should click on the **Join / Connect** option.
- Enter the hotspot name (SSID) and password, then submit.

#### 7. **Cross Verify Credentials:**

- Instruct the customer to cross-verify the SSID and password in their phone's hotspot settings to ensure accuracy.

#### 8. **Wait Time:**

- The customer should wait for 60 seconds for the connection to establish successfully.
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### **3. Offline Method (For First-Time Users):**

#### **Step-by-Step Process:**

##### 1. **Check Application:**

- Ensure the customer has the app installed and updated (existing users should update the app).

##### 2. **Proximity to Purifier:**

- Confirm the customer is near the purifier.

##### 3. **Sync Purifier:**

- In the home page of the app, click on "Purifier not synced."
- Select **Enable automated sync** and click **CONFIRM**.

##### 4. **Connect to New WIFI Router:**

- Select **Connect to the new wifi router**.

##### 5. **Choose Offline Update:**

- Click on **Offline update**.

- After selecting the offline update, wait for 60 seconds for the loading process to complete.

#### **6. Verify Syncing:**

- All steps will be verified, and the offline sync will be successful once completed.
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## **4. Offline Method (For Existing Users):**

### **Step-by-Step Process:**

#### **1. Check Application:**

- Ensure the customer has the app installed and updated.

#### **2. Proximity to Purifier:**

- Confirm the customer is near the purifier.

#### **3. Reconnect to Same Network:**

- Instruct the customer to reconnect to the same network as before by turning on the hotspot or WIFI router.

#### **4. Wait Time:**

Ask the customer to wait for 60 seconds for the connection to be established.