

WYZE Support

and our must-have doorbells and floodlights

More Products

Check if there are any ongoing

issues on wyze.com & the Wyze opp

A/B Testing

Main Page Chatbot Access

Wyze Time Prototype Time

Wyze Clicks Prototype Clicks

Age Groups

Wyze: Al vs Human Customer Support



Current State

- Customers rely on agents
- Difficult to find chat support

Initial Findings

How can we help?

Search support articles, FAQ's, troubleshooting, and contact us

Cam Plus, Cam Protect, Wyze Home Monitoring.

Set up all of your Wyze monitoring solutions here.

Any undomaged item purchased from the Wyar

√ Orders & Returns

Wyse Shop Service Status Q Sho

Wyze App & Account

Wyze Web Portal

your cameras, control your devices, and update your settings all from the app.

Main Page Return Access

Wyze Time Prototype Time

Wyze Clicks Prototype Clicks

Multiple phone numbers

Goal Development

How can we leverage Al customer support to the maximum without losing customers and profit?

Paper Prototype

How can we help?

how to do it (and view#)

Phone Number Access

Wyze Time Prototype Time

Wyze Clicks Prototype Clicks

Project Sponsor: Bruce Wagner | Project Supporters: Brenda Harjala; Chuck Courtney; Dhruv Rajpurohit; John Choe; Patricia Buchanan

WYZE Help center

our most popular lifestyle

nday through Friday, 6AM - 6PM,

urday & Sunday BAM - 4PM Pacific

KPIs

- CSAT score increase Self Service Rate increase
- Reduced time to access support

Medium-Fi Prototype

Ask our Wyze-E Virtual Assistant

Specific Camera Access

📕 Wyze Time 📕 Prototype Time

Wyze Clicks Prototype Clicks

Reduced cost per ticket

UX/UI Redesign

Contact Us

Search Help by Category

Final Method

Chat Prompts

UX/UI

Final Prototype

WYZ≡ Help Center

Search Help by Category

Wyze Time Prototype Time

🌑 Wyze Clicks - 🛑 Prototype Clicks

FAQ Access

Join our Communit

Helpful Videos Top Help Articles Service Status

Wyze App & Account

Chat Now!

BERT: Bi-directional Encoder Representations from Transformers **CSAT:** Customer Satisfaction **NLI:** Natural Language Inference **WYZE-E:** Wyze's AI Chatbot

Chat Prompts





Prompt Changes and "Training the Customer"

Two iterations in the Wyze chatbot:

- 1. Increase in follow up questions
- 2. **Increase** in friendliness

84% → 89% Self Service Rate over 3 months

Survey Design and User Preferences

"How does changing the characteristic of the chatbot impact the overall customer satisfaction."

3 Characteristics **5 Chat Prompt Types**



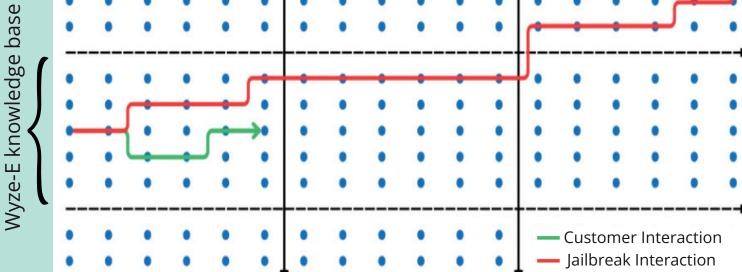
130 Responses

*This study was UW IRB approved

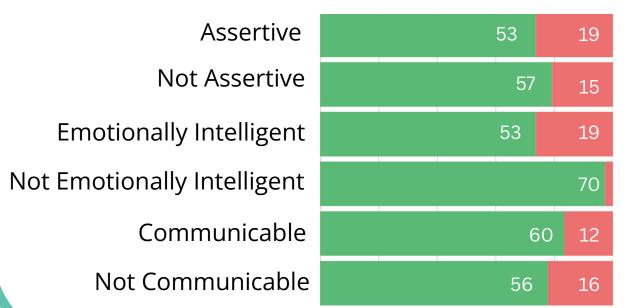
Jailbreaking Wyze-E for Sentiment Analysis Customer Service Stage Partially Broken Stage Jailbroken Stage

Multi-turn (Prompt Engineering)





Validating Suggestions using Hugging Face



Classification on Test Sentences

Performance of Zero-Shot

Text Classification *Fine-Tuned BERT

Zero-Shot Classification

Number Correctly Classified

Final Savings

\$145K+

Saved Currently March - June

\$485K+

Per Year Self Service Rate remains at 89%

UX/UI Results **Heuristic Evaluation** A/B Testing Results Users save 56.85% of their time Users save 49.04% of their clicks

Chat Prompts Results Percentage Difference Between Final and **Effect of Chatbot Characteristics Rejected Suggestions** Communicability **Emotional** Significant (p < 0.05) Intelligence FALSE TRUE Assertiveness Clarification Out of Scope Troubleshooting From 10 candidate prompt change suggestions, Empathy and Politeness scores were compared to select 5 final suggestions Estimated Effect (Coefficients)