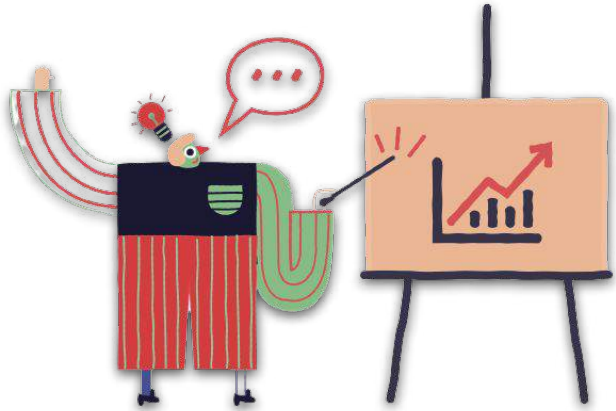


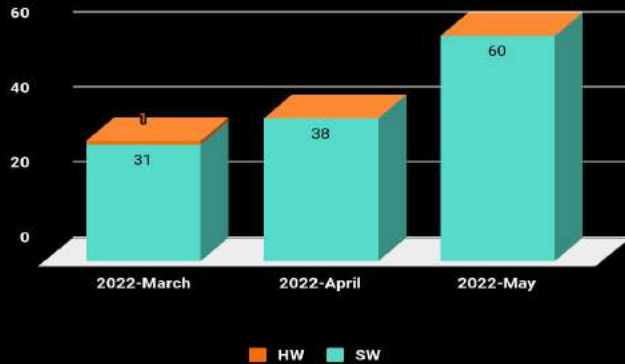
## CS Others Tag Analysis



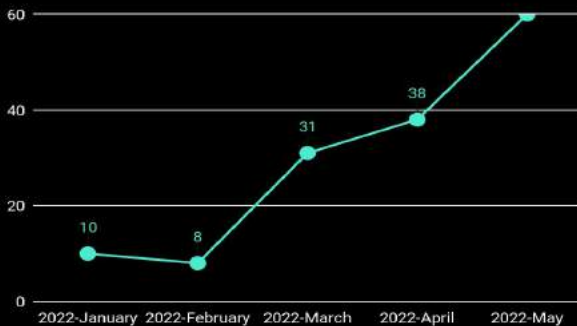
- Monitor others tag discrepancy monthly
- Discover potential HW/SW issues
- Improving service and current operation flow
- Monthly “Other tag” ticket < 30 (2021 OKR)

# HW & SW Others Tag Discrepancy

## Monthly View of SW/HW Others Tag



## SW Others Tag Trends:



## P2P Command Issue

- Since the end of March
- Cubo Ai Plus Settings Error issue
- 72 tickets in total

March 10

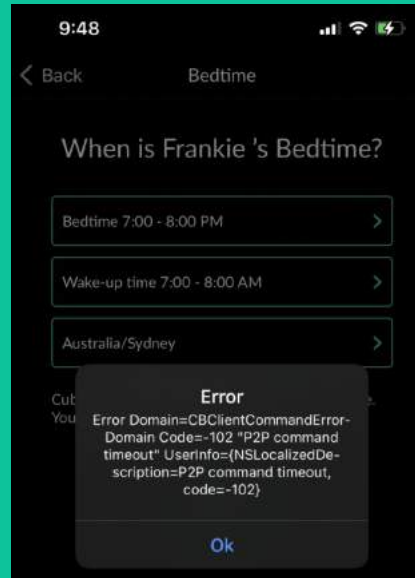
32%

April 21

55%

May 41

68%



# 2022 Mar - May SW Others Overview

## Human Error 09

Incorrect tagged due to human error.

## Live Feed 02

Live feed related issue which cannot be tagged.Ex.Distorted live stream, live feed keeps flashing, cannot stream under 4G, etc.



## Others Tag Category Summary

### Live Feed

1.6%

### Account

7.0%

### Human Error

7.0%

### Notification

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

9.3%

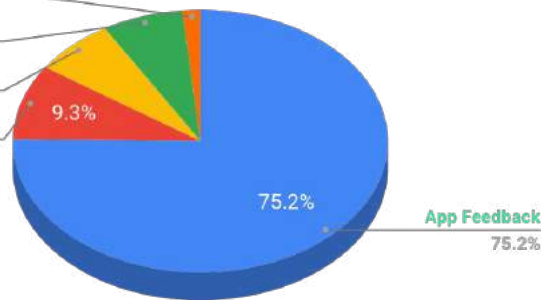
9.3%

9.3%

9.3%

9.3%

9.3%



Total SW Others Tag:  
129 tickets

## App Feedback 97

Categorized all issues that user reported while using the app. Includes bugs, known/unknown issue which we do not have proper tags for it. Ex.Menu/Home shows blank page or missing content.

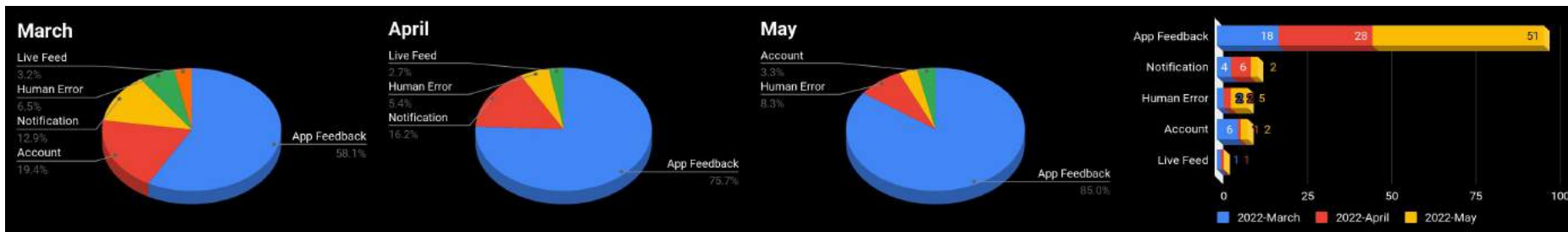
## Notification 12

All notification related issues which cannot be identified by existing notification tag. Ex.Duplicated notification, notification tone changed

## Account 09

Account related issues which cannot be identified by existing notification tag. Ex.Log-in Failure,Uppercase Issue,invalid token

# SW Others Tag Monthly Findings



## App Feedback 97

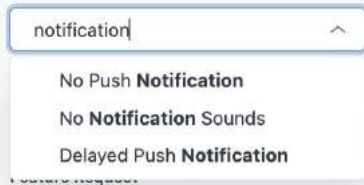
1. P2P Command Issue: 72 (78%)
2. Settings Button Malfunction: 12
  - Cannot flip screen
  - Cannot change settings
3. Settings Grey Out:6

Other Issue in this category, frequency is low: Blank page, zoom in/out, app drains battery, night light won't turn on...

## Notification 12

1. Duplicate Notifications:5
2. Notification Sounds: 4
  - It's not bird chirp sound
3. Notification Tab not update:2
  - Android Device
4. Random Notification:1

### Software Issues



## Account 09

1. Uppercase Issue:6
2. Invalid Token:2
3. Cannot Sign up an account:1

**Account** tag only exist in Inquiry.



## Human Error 09

1. Lullaby
2. Playback
3. 2-way Audio
4. Moments Wall
5. Family Sharing
6. SW Inquiry
7. Settings related to Ai detection

## Live Feed 02

Only happened in March and April

- Live feed flashing
- Time format is wronged

# 7% Human Error



## 1. Agent's negligence of ticket details

- To identify if it's inquiry or issue
- To double-check the detail of user's message

### Suggested Action:

1. A reminder for all agents to read user's message carefully before tagging. Especially, inquiry and issues are different.
2. Specific training or QA review for certain agent if needed

## 513284 Correct tag: Inquiry > App Usage-2 way audio



Cubo Team 8 Mar 21 07:21 (assign)

Thanks for getting back.

Please do refer to the image below, and let us know if you can see the microphone button. If not showing please do take a screenshot for us to further help.



Review last 18 hours

Microphone

Video

Photo



adamcooperman@gmail.com Mar 21 06:45

Is that available now? I dont see a mic button... Thx

## 545294 - Correct tag: Inquiry > App Usage Notifications



michellekrewe@gmail.com May 17 12:45

hi there,

why am i not getting an audible notification to wake me up if my baby's room temperature goes outside of my set comfort range ?

## 543558 - Correct tag: AI Detection > Covered Face/rollover Detection



dftnm7-1649905889341@invitation.getcubo.com May 15 00:13

The covered face alerts keep turning off automatically. We will turn it on and then it immediately turns off. We would like to fix this ASAP.



# 7% Human Error



## 2. Lack Of Knowledge Of Tag Definition

### Suggested Action:

1. A recap on bi-weekly meeting about these issues to refresh every agent's memory.
2. A reminder for agents to check on [Tag Knowledge Base](#)
3. Specific agents training and QA review.
4. If old tag should be retired or updated to keep up with our current model. (ex. [Playback Error](#))

### 539485 - Fast forward button Correct tag:Playback Error



jhwang09@gmail.com May 08 11:42

It shows to forward 15 seconds, but no matter how many times I press to increase the total seconds, it always just forward 5 seconds ish



jhwang09@gmail.com May 08 11:42

It seems like the fast forward button doesn't really work as expected

### 538520 - Correct tag:Lullaby Issue



nluszczewski@mail.usf.edu May 06 23:55

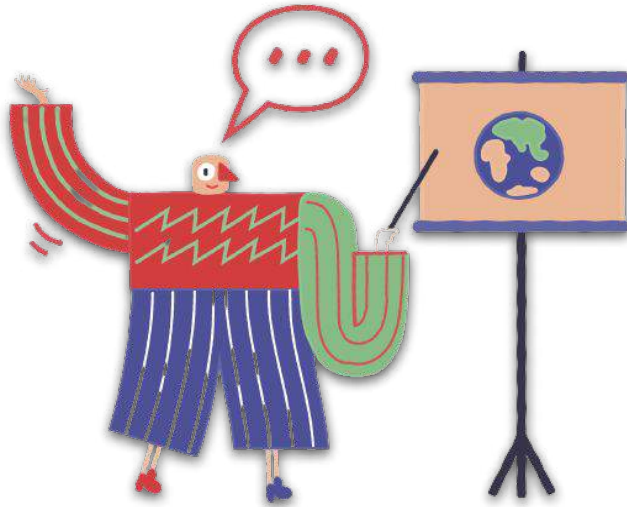
Are you all having any issues? We are noticing the music is turning on without us Turning it on

### Discussion:

Should we change the tag **Playback Error** to just **Playback** or **Playback issue**?

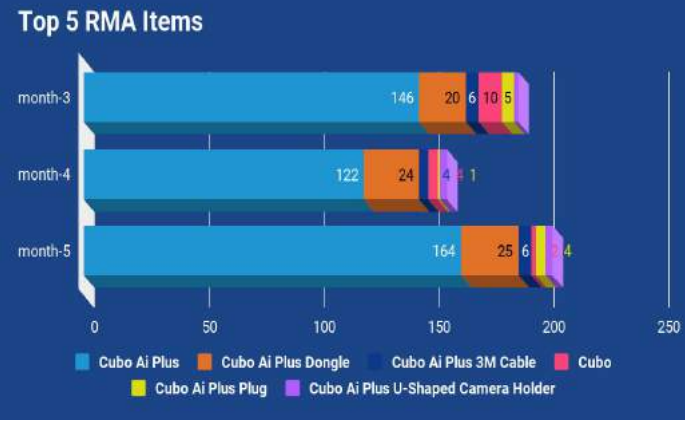
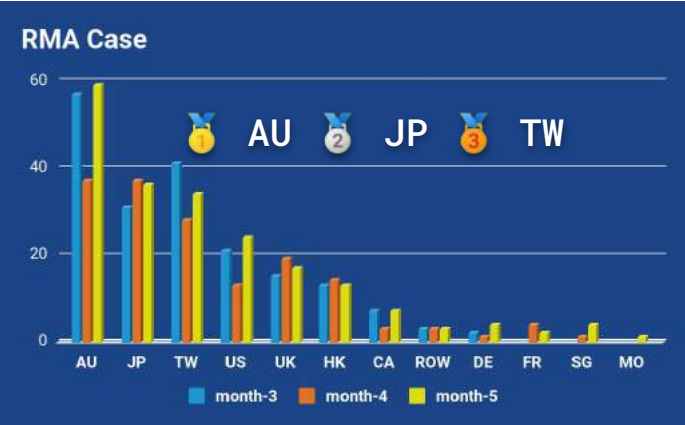


## CS RMA Analysis



- Monitor ROW-RMA discrepancy monthly
- Discover potential RMA reason & Root Cause
- Warehouse inventories control and calculation

# Monthly View of RMA Cases





# RMA Reason Overview (May)

## Reason of RMA - May

HW 2-Way Audio

2.0%

HW No T&H Reading

2.0%

SW Setup Failed After Reset

2.5%

HW Cubo Ai Plus Accessories Broke

3.0%

SW Reset Failed

3.5%

Missing Item(s)

4.0%

HW Cubo Ai Plus Dongle Defect

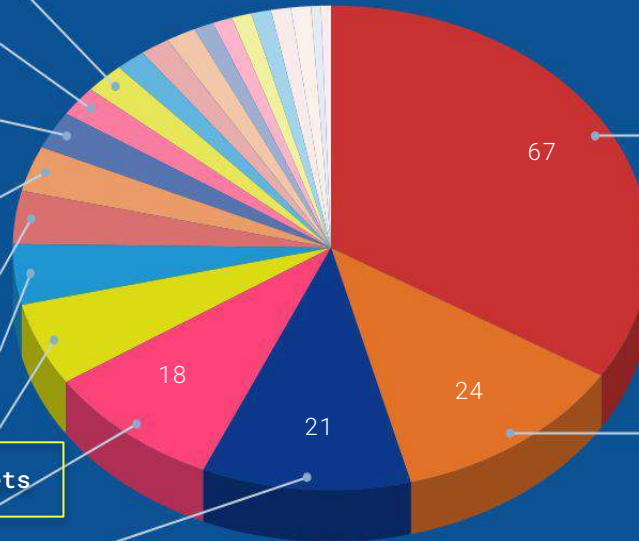
5.6%

HW Cubo Ai Plus Defect

9.1%

HW Cubo Ai Plus Lens Defect

10.6%



ROW 37 tickets

ROW 12 tickets

ROW 3 tickets

ROW 10 tickets

# RMA Reason Overview (May)

## No Power 37

- 2.2v: 12
- 2.3v: 13
- 2.4v: 12

### DOA:

- 2.3v:2
- 2.4v:2

### No power after reboot:

- 2.2v:4
- 2.3v:6
- 2.4v:4

### Cubo turn off itself when still plugged in, no reboot:

- 2.2v:8
- 2.3v:4
- 2.4v:5

1. DOA: 4
2. No power after reboot: 14
3. Cubo turn off itself when still plugged in, no reboot:17
4. After reset Cubo:1 (solid white light)
5. No light when plugged in (not DOA):1



# ROW Warehouse Inventory Overview

US/CA - 23 units

 US CA

AVG. RMA SB  
19/5

 UK

AVG. RMA SB  
17

UK - 38 units

DE/FR - 12 units

 DE FR

AVG. RMA SB  
2/3

AU - 28 units

 AU

AVG. RMA SB  
51

6/9預計抵達倉庫的補貨數量  
US: 24  
AU: 60  
DE: 12  
(目前尚未看見補貨數量)

