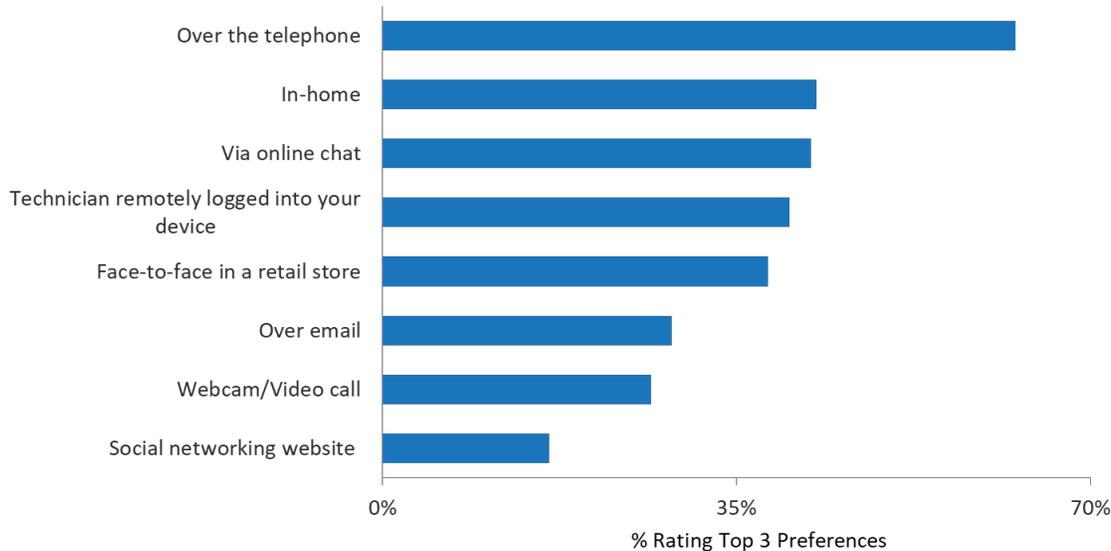


Preferred Method For Future Technical Support



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Consumer Analytics Team



Yilan Jiang, Director



Xiaofan Tan, Consumer Insights Analyst I



Sharon Jiang, Intern

Industry Analyst



Patrice Samuels, Senior Analyst

SYNOPSIS

This study highlights consumer adoption of traditional and emerging connected devices. It identifies the leading issues consumers experience with these devices and their preferred methods for problem resolution. In addition, the research examines consumer satisfaction with self and professional support solutions and assesses consumer appetite for premium technical support and extended warranty services.

ANALYST INSIGHT

“New work at home and school from home activities make home network dependability more critical than in the past. These new needs are driving high willingness to pay for support services that facilitate a robust and reliable home networking experience. Support providers have new opportunities to support consumers’ new virtual lifestyles.”

— Patrice Samuels, *Senior Analyst*, Parks Associates

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- Smart Home Devices: Number of Technical Problems Experienced
- Activities Performed More Than Before 2020
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The Connected Consumer and Changing Support Needs

SERVICE:
SUPPORT
SERVICES

4Q 2021

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- No Technical Problem Experienced by Age
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Appendix

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The Connected Consumer and Changing Support Needs

SERVICE:
SUPPORT
SERVICES

4Q 2021

ATTRIBUTES

Parks Associates

5080 Spectrum Drive
Suite 1000W
Addison TX 75001

parksassociates.com

sales@parksassociates.com

PHONE 972.490.1113

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