

By Patrice Samuels, Senior Research Analyst, Parks Associates

<p>Synopsis</p> <p>This report examines the ways in which support strategies are evolving to proactively and efficiently address the issues created by adoption of new and emerging connected devices face. It focuses on measures that ensure consumers experience the promise of their devices and avert the challenges that come with increasing technical complexity. The report also includes a five-year forecast of the support needs generated by emerging connected devices in the U.S.</p>	<p style="text-align: center;">Tech Problems with Smart Home Devices</p> <div style="text-align: center;"> <p>Smart Home Devices: Technical Problems</p> <p>U.S. Smart Home Device Owners Attempting to Fix the Problems by Themselves</p> <table border="1"> <caption>Smart Home Devices: Technical Problems</caption> <thead> <tr> <th>Device Category</th> <th>% Experiencing at Least One Problem</th> </tr> </thead> <tbody> <tr> <td>Sprinkler system</td> <td>~45%</td> </tr> <tr> <td>Water leak detectors</td> <td>~38%</td> </tr> <tr> <td>Lighting control system</td> <td>~38%</td> </tr> <tr> <td>Light bulbs</td> <td>~38%</td> </tr> <tr> <td>Door bells with video</td> <td>~35%</td> </tr> </tbody> </table> <p style="text-align: right;">© Parks Associates</p> </div>	Device Category	% Experiencing at Least One Problem	Sprinkler system	~45%	Water leak detectors	~38%	Lighting control system	~38%	Light bulbs	~38%	Door bells with video	~35%
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<p>Publish Date: 1Q 18</p>	<p>“Consumer use of professional technical support services is influenced by several factors including the number of complex connected devices adopted by households, the number of problems consumers encounter with their devices, and consumer attitudes towards self-help and professional support,” said Patrice Samuels, Senior Research Analyst, Parks Associates.</p>												
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