

# Global AI DAO 使用手册

Global AI DAO User Handbook

面向企业客户、DAO 专家与管理员的完整操作指南

A complete operating guide for enterprise customers, DAO experts and administrators

企业决策者 · DAO 合作伙伴 · 平台管理员 · 品牌运营

Enterprise decision-makers · DAO partners · Platform admins · Brand operations

Global AI DAO · [globalaidao.org](http://globalaidao.org) · v1.1

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# 01 · 企业客户使用指南

## Enterprise Customer Guide

帮助企业决策者在 30 分钟内完成从浏览方案、提交咨询到与交付团队对接的全流程。

Helps enterprise buyers move from browsing solutions to engaging the delivery team in under 30 minutes.

### 1.1 浏览方案与案例 / 1.1 Browsing solutions and cases

从首页或顶部导航进入「解决方案」 (/solutions) ，按行业筛选最贴近您业务的方案；每张方案卡都带有关键能力、典型场景与量化产出。

Enter Solutions from the home page or top nav (/solutions) and filter by industry. Each card lists key capabilities, scenarios and quantified outcomes.

「行业案例」 (/cases) 展示了我们在零售、金融、医疗、法律、教育等行业的落地数据，并提供「前后对比」图表与可下载的案例简报 PDF。

Cases (/cases) shows live delivery data across retail, finance, healthcare, legal and education, with before/after charts and downloadable case briefs.

每个方案、产品与核心技术模块均提供「下载方案手册」 (/playbook/{category}/{slug}) ，适合打印或在内部审批环节传阅。

Every solution, product and core technology module offers a downloadable playbook at /playbook/{category}/{slug} — ideal for printing or internal sign-off.

### 1.2 提交咨询与商务接洽 / 1.2 Submitting an inquiry

在「联系我们」 (/contact) 填写公司名称、行业、预算区间与希望开始的时间。提交后 1 个工作日内，对应行业的方案专家会发起首轮对话。

On /contact, share company, industry, budget range and target start date. An industry specialist replies within one business day.

如需 NDA 后再交换数据样本或系统截图，请在表单备注中注明，我们会先发送双向 NDA。

If you need an NDA before sharing data samples or screenshots, note it in the form and we will issue a mutual NDA first.

### 1.3 从 POC 到上线 / 1.3 From POC to production

标准节奏：双周 POC → 4-6 周首版上线 → 季度迭代。所有交付均按效果付费 (Pay-for-Performance) ，关键指标 (成本、时延、准确率、营收) 写入合同。

Standard cadence: 2-week POC → 4-6 week first release → quarterly iteration. All delivery is Pay-for-Performance, with cost/latency/accuracy/revenue KPIs written into the contract.

您将获得专属交付看板 (受邀访问) ，可实时查看里程碑、指标走势与变更记录；上线后由「全球 DAO 专家网络」提供 7×24 应急响应。

You receive an invite-only delivery dashboard for live milestones, KPI trends and change logs. The Global DAO Expert Network provides 24/7 on-call after go-live.

## 1.4 数据安全与隐私 / 1.4 Data security & privacy

所有客户数据默认在您指定的区域内处理，支持 GDPR / SOC 2 / ISO 27001 合规对齐；敏感字段在区块链信任层做哈希存证，原文不离开您的环境。

All customer data is processed within your chosen region with GDPR / SOC 2 / ISO 27001 alignment. Sensitive fields are hashed onto the Blockchain Trust layer; raw text never leaves your environment.

如需删除您提交的咨询数据，请前往 </data-protection> 提交数据删除申请，我们在 30 天内完成全链路清除并回执。

To delete inquiry data, file a request at </data-protection>. End-to-end purge and acknowledgement are completed within 30 days.

## 1.5 旗舰模块：AI 超级员工 / 1.5 Flagship module: AI Super Employee

「天算 AI 超级员工」是 Global AI DAO 在短视频与本地生活赛道的旗舰产品，一个 AI 员工替代 10 名营销 / 运营人，覆盖文案、剪辑、发布、获客、私信、AI 回复与全局监管全链路。

'Tian Suan AI Super Employee' is the Global AI DAO flagship for short video and local-life ops — one AI employee replaces ten marketing/ops staff, end-to-end across script, edit, publish, lead capture, DM, AI reply and global supervision.

进入 </products/ai-super-employee> 查看完整能力清单、典型客户案例（亿人游、润德科技、陶柒、晟铭文化、海峰教育、华亚汽修等）与系统规格；同页可一键下载方案手册 PDF（</playbook/products/ai-super-employee>）。

Visit </products/ai-super-employee> for the full capability list, customer cases (Yirenyou, Runde, Taoqi, Shengming, Haifeng, Huaya Auto Repair, etc.) and specs. The same page offers a one-click playbook PDF at </playbook/products/ai-super-employee>.

支持抖音 / 快手 / 视频号 / 小红书 / 微信 / 企微原生绑定；提供 SaaS 与私有化两种部署，支持企业私有知识库与销冠话术喂养；系统错误率 < 0.1%，全链路 10–50× 视频产出速度。

Native binding for Douyin / Kuaishou / Channels / Xiaohongshu / WeChat / WeCom; SaaS or private deployment with proprietary KB + top-seller script ingestion; system error rate < 0.1% and 10–50× end-to-end video throughput.

采购路径：在 </contact> 选择「AI 超级员工」即可触发专属交付团队跟进，2 周内完成 POC，4–6 周首版上线，按效果付费写入合同。

Procurement path: select 'AI Super Employee' on </contact> to engage the dedicated delivery squad — 2-week POC, 4–6 week first release, Pay-for-Performance written into the contract.

## 02 · 合作伙伴（DAO 专家）指南

### Partner & DAO Expert Guide

面向加入「全球 DAO

专家网络」的独立专家、咨询公司与垂直服务商，覆盖注册、认证、接单与结算全流程。

For independent experts, consultancies and vertical providers joining the Global DAO Expert Network — covers onboarding, certification, engagement and settlement.

#### 2.1 注册与申请 / 2.1 Register & apply

在 /partners 提交申请，填写专长、行业经验、过往交付指标与可投入产能。我们按「最后一公里（Last-Mile）专家」标准评估，3 个工作日内给出初审结论。

Apply at /partners with expertise, industry track record, past delivery metrics and available capacity. We screen against the Last-Mile expert bar and respond within 3 business days.

初审通过后会收到邀请邮件，按链接完成账户激活，并补充身份证明、企业资质与银行 / 收款信息。

Approved applicants receive an invite email to activate the account and upload ID, company credentials and banking details.

#### 2.2 认证与分级 / 2.2 Certification & tiers

合作伙伴分为 Associate / Certified / Strategic 三档，分级依据：成功交付项目数、客户 NPS、合规审计通过率、社区贡献度。

Partners are tiered as Associate / Certified / Strategic based on successful deliveries, customer NPS, audit pass rate and community contribution.

晋升通道每季度评估一次；Strategic 合作伙伴可参与方案产品化与收益分成。

Promotion reviews happen quarterly. Strategic partners can co-productize solutions and share revenue.

#### 2.3 接单与交付 / 2.3 Engagement & delivery

新需求会按行业、技能与产能匹配推送到您的工作台。在接单前可查看：客户行业、预算区间、关键指标、预期工期与团队规模。

New requests are matched by industry, skill and capacity and pushed to your workspace. Before accepting you can see industry, budget range, KPIs, timeline and team size.

接单后必须按里程碑提交交付物，所有指标自动写入交付看板并对客户透明；逾期或指标未达将触发 Pay-for-Performance 退款条款。

Once engaged, milestones and metrics are auto-published to the customer dashboard. Missed deadlines or KPIs trigger Pay-for-Performance refund clauses.

## 2.4 结算与申诉 / 2.4 Settlement & appeals

里程碑通过后系统自动生成对账单，月度结算；可选法币或合规稳定币通道。

After milestone sign-off, statements are auto-generated and settled monthly via fiat or compliant stablecoin rails.

对客户评分或扣款有异议时，可在 14 天内通过工作台「申诉」入口提交证据，由 DAO 仲裁委员会 5 个工作日内出具裁定。

Disputes can be filed via the workspace Appeals entry within 14 days; the DAO arbitration committee rules within 5 business days.

## 03 · 管理员后台操作

### Administrator Operations

面向 Global AI DAO 平台内部运营、合规与内容团队的后台手册，仅授权管理员可见。

Internal operations, compliance and content reference for the Global AI DAO platform — for authorized administrators only.

#### 3.1 登录与权限 / 3.1 Sign-in & roles

管理员后台入口：/admin。所有角色存放于独立的 user\_roles 表（绝不写入 profiles），通过 has\_role() 安全函数校验，避免提权攻击。

Admin entry: /admin. Roles live in a dedicated user\_roles table (never on profiles) and are checked via the has\_role() security definer function to prevent privilege escalation.

支持邮箱 + 密码、邀请链接与 Google 登录；忘记密码请走 /admin/forgot-password，所有认证邮件由队列调度并 15 分钟内有效。

Email + password, invite link and Google sign-in are supported. Use /admin/forgot-password for resets; auth emails are dispatched by the queue with a 15-minute TTL.

#### 3.2 用户与合作伙伴管理 / 3.2 Users & partners

在 /admin/users 进行账号增删、角色分配；/admin/partners 与 /admin/partner-audit 用于审核合作伙伴资料与分级变更，所有写入操作经服务端函数完成并产生审计日志。

Use /admin/users for account and role management; /admin/partners and /admin/partner-audit for reviewing partner profiles and tier changes. All writes go through server functions and produce audit logs.

敏感字段（联系方式、银行信息）默认遮罩显示，需 Strategic 级管理员二次确认后才可临时解除遮罩。 Sensitive fields (contact, banking) are masked by default; revealing them requires a second confirmation by a Strategic-tier admin.

#### 3.3 咨询与营销线索 / 3.3 Inquiries & marketing leads

客户在 /contact 提交的咨询写入 inquiries 表，仅服务端函数可写；/admin/inquiries 提供按行业、阶段与负责人筛选的视图。

Inquiries from /contact are written to the inquiries table by server functions only. /admin/inquiries provides filters by industry, stage and owner.

每条线索可一键派单给对应行业的 DAO 专家，或转 CRM webhook；状态变更同步触发客户通知邮件。

Each lead can be routed to a domain DAO expert or pushed to the CRM webhook with one click; status changes automatically trigger customer notification emails.

### 3.4 内容与品牌运营 / 3.4 Content & brand operations

方案、产品、案例的展示文案集中维护在 src/data 与 detail-extensions 中；新增方案手册无需改路由，只需在数据源补齐对应 slug。

Solution, product and case copy is centralised in src/data and detail-extensions; new playbooks need only a matching slug, no route changes.

上线前请运行 scripts/i18n-check.mjs 与 scripts/check-seo-i18n.ts，确保中英文 SEO 元数据与术语合规。

Before publishing run scripts/i18n-check.mjs and scripts/check-seo-i18n.ts to verify bilingual SEO metadata and glossary compliance.

### 3.5 监控与应急 / 3.5 Monitoring & incident response

邮件队列、定时任务与服务端函数日志可在内部仪表盘查看；如 5 分钟内无新邮件出队，请优先检查 process-email-queue 定时任务状态。

Email queue, cron jobs and server function logs are visible on the internal dashboard. If no emails dispatch within 5 minutes, first check the process-email-queue cron.

P1 事故须在 15 分钟内拉起事故会议，2 小时内对外通报；事后 5 个工作日内提交根因复盘并归档。

P1 incidents require a bridge within 15 minutes, public communication within 2 hours, and a root-cause post-mortem filed within 5 business days.

## 04 · 品牌与术语规范

### Brand & Glossary

对外沟通、文档与产品文案必须遵循以下术语；详细映射表见 `src/lib/brand-glossary.ts` 与 `docs/BRAND_GLOSSARY.md`。

External communications, documents and product copy must follow these terms. Full mapping in `src/lib/brand-glossary.ts` and `docs/BRAND_GLOSSARY.md`.

#### 4.1 品牌名与定位 / 4.1 Brand name & positioning

品牌名始终写作「Global AI DAO」，中英文均带空格；禁止 GlobalAIDAO / Global AIDAO / 全球 AI DAO 等变体。

Always write the brand as 'Global AI DAO' with spaces. Never use GlobalAIDAO, Global AIDAO or other variants.

主张句：「Global AI DAO 是全球企业 AI 服务的第一品牌」 / 「Global AI DAO is the world's #1 brand for enterprise AI services」。英文标题使用 World's #1；正文可用 world's leading。

Master line: 'Global AI DAO is the world's #1 brand for enterprise AI services.' Use World's #1 in EN headlines; world's leading is acceptable in body copy only.

辅助句：「连接超级平台与万千中小企业的坚实桥梁」 / 「The solid bridge between hyperscale platforms and millions of SMEs」。

Support line: 'The solid bridge between hyperscale platforms and millions of SMEs.'

#### 4.2 核心术语 / 4.2 Core terminology

AI Agent：两个英文单词，首字母均大写；禁止 AI agent / AI Agent / AI-Agent。

AI Agent: two words, both capitalized. Never AI agent, AI Agent or AI-Agent.

DAO 协同 / DAO Collaboration；完整名词为「DAO 协同网络 / DAO Collaboration Network」。DAO 全大写。

DAO Collaboration; the full noun is 'DAO Collaboration Network'. DAO is always uppercase.

全球 DAO 专家网络 / Global DAO Expert Network；区块链信任 / Blockchain Trust（标题首字母大写，正文可小写）。

Global DAO Expert Network; Blockchain Trust (capitalize in headings, lowercase OK in body).

按效果付费 / Pay-for-Performance（英文带连字符）；最后一公里 / Last-Mile（形容词带连字符）。

Pay-for-Performance (hyphenated in EN); Last-Mile as an adjective (hyphenated).

防锁定中间层 / Anti-Lock-In Middle Layer；垂直领域的价值放大器 / Vertical Value Amplifier。

Anti-Lock-In Middle Layer; Vertical Value Amplifier.

### 4.3 语气与版式 / 4.3 Tone & layout

语气：克制、可量化、对客户友好；避免营销夸张词汇（最佳、唯一、革命性等），优先用数据与案例佐证。

Tone: restrained, quantifiable, customer-friendly. Avoid marketing hyperbole (best, only, revolutionary); back claims with data and cases.

英文长文档使用 Source Serif Pro / Inter 字体对，A4 边距 20/18/22/18mm，正文 11pt、1.75 行距，确保「保存为 PDF」不拥挤。

English long-form docs use Source Serif Pro / Inter, A4 margins 20/18/22/18 mm, body 11pt with 1.75 line-height to keep 'Save as PDF' uncramped.

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globalaidao.org，并附「联系我们获取完整商务报价」入口。

All external documents must footer with: © Global AI DAO · globalaidao.org and a 'Contact us for the full commercial quote' entry.