Help Desk at the MFP

Automated Service Support Enhances Uptime

Situation

Customer in an SMB firm is not happy with the current steps required to place a service call to correct an MFP issue. The process requires manual steps that forced the customer to capture error codes, the device ID number and then report the issue. The process is time consuming and lacks the ability for the service provider to react quickly to resolve the issue. The customer is thinking about considering other MFP vendors that could offer more responsive service.

Solution

Customer uses a custom service app on the MFP user interface to submit service requests directly to service providers help desk. Now when service requests are placed, the MFP automatically provides machine data to the service provider including critical error codes and the actual time of the errors occurred for prompt resolution. Meanwhile the customer also has the ability to track the resolution status.

Getting Started

Assess your customer situation. Do they have similar challenges?
Evaluate their network infrastructure.
Choose technology and implementation options from suggested technology resources.
Decide how you prefer to monetize.

Technology Required

ConnectKey MFP
PAB tools or contact an authorized developer
Integration with Back Office

Solution Links: **Find Out More on ConnectKey**
Find Out More on Xerox All Apps