Service Direct at the MFP

Expediting service support for customers

Situation

End users encounter technical problems & supplies related issues with their MFPs. In many cases, they become frustrated with the time and effort required to resolve service issues with their service provider. It's also not possible for a customer to view the status of their service request without contacting the provider by telephone or by visiting a WebPortal for status updates. The manual steps, remembering login passwords & avoidable delays cause frustration & lost productivity for MFP customers.

Solution

Conexa Service Direct App that provides a direct connection to the service provider from the MFP where the problem exists. With the simple click of a button, technical and supplies related problems can easily be reported. Remote helpdesk personnel can analyze diagnostic data from the device to correct the issue right away or contact the customer with a solution. Customers can easily view their resolution status or check if a support request already exists for the same issue. The solution shortens time to resolution and provides users with improved visibility of how the issue is being managed.

Getting Started

Decide how you monetize the App
Verify all Requirements are met
Get primary device contacts
Implement the Software

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Technology Required

Xerox **ConnectKey** MFP

Windows Server 2008 and higher at customers site

XSM Helpdesk for Xerox Partners

Conexa Software

Customer Benefits

Direct access to service support

Improved device uptime

Secure visibility of resolution status

Solution Links: **Find Out More on ConnectKey**

Find Out More on Xerox All Apps