The Complete Service Order

Service support at the MFP

Situation

Providing timely service when the customer is experiencing problems with their MFP can be challenging. In most cases, the user needs to call the service desk, return to the device to check parameters, collect their machine-ID and other status data. This process is often time consuming and causes frustration for the customer and anxiety for the service provider.

Solution

Foxway on-device service application delivering all relevant data to the service desk. With a simple click the user can send the service provider the device status, meter data and the email and contact info of the customer including the reason for the service request. The information sent to the Xerox partner can be used to initiate the next step in the resolution process such as remote service, a response from a service engineer, placement of a toner order or a self-help call to the user. Depending on the issue, problems can be solved faster and better for customers.

Getting Started

Assess end-customer service process and user needs
Understand current workflow of the service ordering
Agree with service desk regarding the SLA & process
Decide how you prefer to monetize and implement the solution.

Technology Required

Xerox **ConnectKey** MFP
Foxway app

Customer Benefits

Easier and faster service ordering process
Eliminating human errors in service ordering
Faster response and resolution

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