

Xerox Customer Service
Brochure



Xerox[®] Connect Advantage Services

The support you need, powered by experts and technology.
This is how we fix it faster.

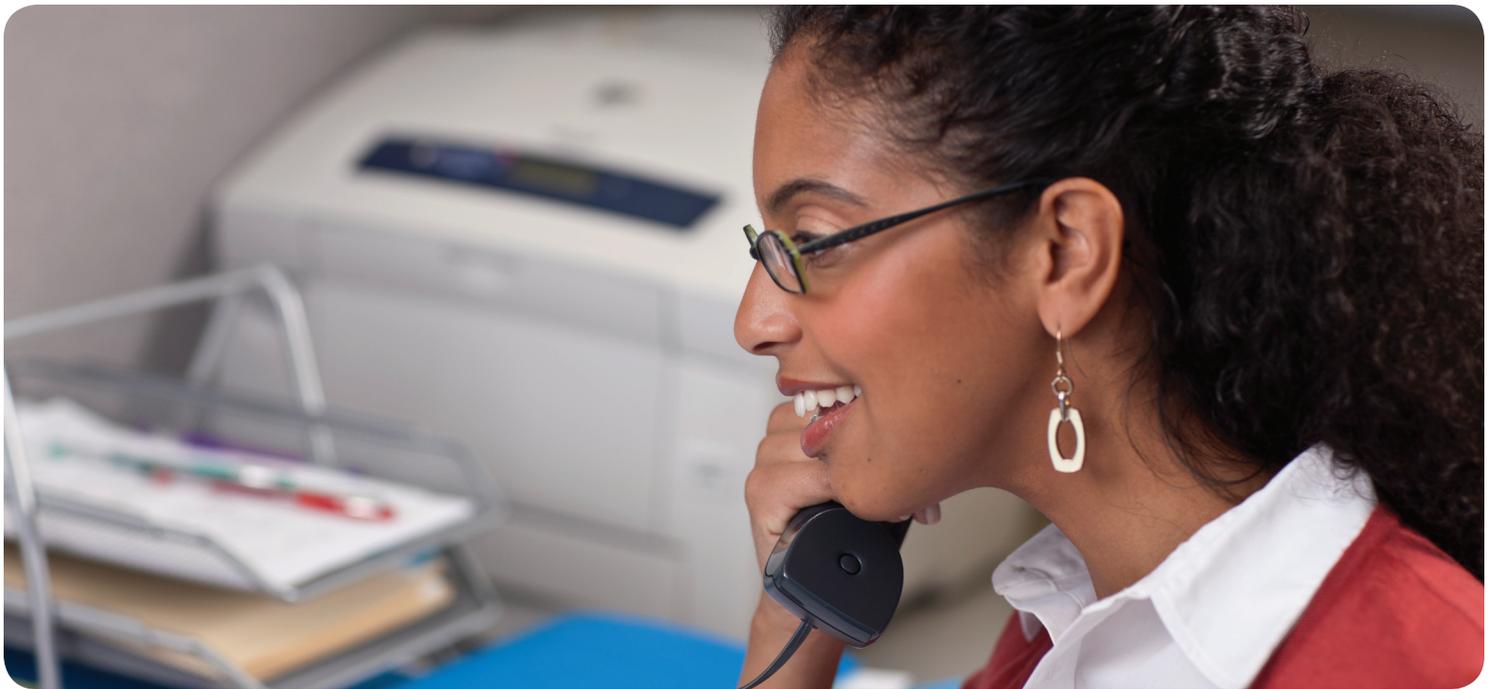


Exceptional Service: When you need it, **how** you need it.

Technical Services is transforming the way we provide service and support. We've improved our processes, designed sophisticated technology to enable remote resolution of your issues and dedicated highly skilled, enthusiastic experts to solving your issues over the phone. Why? We wanted to create a new and better experience for you.

Xerox® Connect Advantage is a comprehensive suite of support offerings that meet your needs, whether on the device, on the desktop, on the web, on the phone or on-site.





With Xerox® Connect Advantage you will receive the most efficient and satisfactory service for every situation—in the way that works for you. This means faster resolution of issues, minimal disruption, maximum uptime and ease of use.

On the Device

Performance is continually monitored and adjustments are made automatically. You can resolve an issue without ever having to call Xerox. Foundational to this excellent service is making real-time device performance information available. By maintaining a connection between your device and Xerox, we can reactively and proactively diagnosis problems, keeping you in business.

On the Desktop

Xerox® devices are being developed with sophisticated diagnostic technology in the print driver that identifies and diagnoses equipment issues and offers solutions.

On the Web

The solution to your question may just be a click away. You can engage social media outlets like Twitter and Facebook or join various forums to share and find information. You can enjoy online print driver updates, software releases, user documentation, tips, videos and answers to commonly asked questions.

You can also manage your account online, order supplies and submit meter reads. Our website is easily accessible through most browsers, including mobile devices.

On the Phone

Some questions might require a phone call. Our expert representatives, including some engineers with **over 25 years of field experience**, have the background and skill set to help with even the most complex issues. In most cases, we're able to solve your issues or answer your questions over the phone, without ever needing to send someone on-site.



We analyze your device's service data remotely and provide next steps. In many instances, this has already been analyzed to determine the best solution.



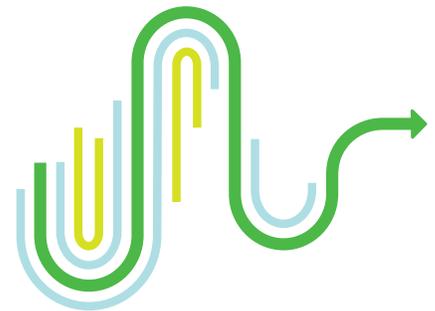
We can email you easy to follow step-by-step instructions.



We can dispatch parts that you can replace yourself if needed.



We can send a customer service engineer if we can't fix the problem over the phone.



On-site

Occasionally, you may require an on-site visit from a customer service engineer when a repair is necessary. We have service operations world wide that are ready to dispatch an experienced engineer when needed.

Customer Quotes

"This was the 'gold' standard for addressing our problem: less than 24 hrs, issue resolved, with no tech needing to visit."

"The problem was resolved without having to have a tech come here to fix it—fabulous!"

"It was almost as though the rep was right beside me walking me through the steps I needed to correct the problem. Could not be more pleased."

"This is the best and easiest contact support staff I've experienced."

For more information please visit www.support.xerox.com.

