

Contact Us App

Direct access for service and consumables

Situation

End users need to quickly place service and supply requests with specific account information. Often this requires end users to spend time sourcing account information and waiting on the phone to place their request.

Solution

Southern Solutions **Contact Us App** allows customers to request service and supplies from the partner directly from the User Interface of the Xerox **ConnectKey** MFP. This simple and easy to use app also provides faster resolution to requests as the partner is sent all the needed information for a service or supply request. This includes current supply status and fault codes in real time. The customer can also request Xerox Eco Boxes for easy return & recycling of supplies.

Getting Started

Ask for the current process for requesting service or supplies?

Uncover pain points or frustration with the current process of requesting service or supplies

Determine the value in increased productivity of having this process automated

Technology Required

Xerox **ConnectKey** MFP

Contact Southern Solutions to customize the **Contact Us App** and obtain app/weblet



Customer Benefits

Saves customer time and aggravation
Provides faster resolution to requests
Increases uptime and productivity

Solution Links: [Find Out More on ConnectKey](#)
[Find Out More on Xerox All Apps](#)

