

Help Desk Support Program

Empowering Support

Your company's internal Help Desk is the first line of support for technology issues — and that includes products from Xerox.

At last, you can answer the majority of your end-users' product questions without the time lag and extra step of calling an outside support center. End-users get immediate help and reliable answers, right from their own Help Desk staff. That's because now your own people can get the same training as Xerox's award-winning support team. As experts in office products for business, Xerox is among the first to offer this convenient, efficient way for customers to answer most Xerox product questions in-house.

Plus, if you run into a particularly tough problem, you can get priority access to Xerox escalated support. There's no need to go through first-level troubleshooting when your team calls the Xerox escalated support line, so you get fast access to senior support specialists for your toughest questions.

With technical support eating up IS resources everywhere, you'll appreciate the time savings and convenience of our Help Desk Support Program. The self-paced training eliminates the time and expense of off-site travel for your valued Help Desk professionals.

This program consists of two elements — training and Annual Support Subscription.

Training

Help Desk Training includes:

Topic	Method of Delivery
Core Training (2 Modules)	
Printing Basics	Interactive CD-ROM <ul style="list-style-type: none"> self-paced
Help Desk Basics	Printed binder <ul style="list-style-type: none"> self-paced instructor-led (optional)
Printer Training	
Product Overview Installation/Drivers Basic Maintenance Procedures Troubleshooting <i>Laser Basics or Solid Ink Basics may be included, depending on the product</i>	Interactive CD-ROM <ul style="list-style-type: none"> self-paced instructor-led (required for Annual Support Subscription)
Hands-on activities	Printed Material <ul style="list-style-type: none"> self-paced instructor-led (required for Annual Support Subscription)
Certification	
Testing and Certification (Required for Annual Support Subscription)	Internet <ul style="list-style-type: none"> self-paced

TOTAL 
SATISFACTION
SERVICES



Annual Support Subscription

Help Desk certification and instructor-led training are required as part of the Annual Support Subscription.

The annual support subscription provides these special benefits:

- Priority access to escalated support
- Semi-annual account reviews
- Standard report package

There's also a custom web site with exclusive features and resources available only to customers who purchase an Annual Support Subscription. Key features include:

- Direct access to open a service request
- Service status — detailed status of your repair request
- Entitlement status — shows the warranty or service agreement coverage for each registered product
- infoSMART™ — our technical support knowledge database
- Quick tips and more!

Act Now

Contact your local Xerox Corporate Account Manager for this unique service that brings everyday Xerox product support in-house — right to your own Help Desk.