

# You and Xerox: A Problem-Solving Partnership

The objective of the Xerox Support Center is to ensure that your Xerox system and software products are maintained in top operating condition, in order to meet your needs for the highest levels of productivity. This commitment to your productivity is backed by a worldwide organization of highly trained support and engineering professionals who are linked globally by an advanced communication and information system. Our Support Center provides responsive and effective phone and electronic support, technical problem management, and problem resolution to customers with contractual support agreements. By providing these, we improve your self-sufficiency and system utilization, thereby delivering improved productivity.

The philosophy is simple: **Customer satisfaction is our #1 priority.**

Our systems and software support processes are based on these operating principles:

- We maintain communication with you from the time a problem is reported until the time an acceptable solution is provided. A problem is only considered solved when you – the customer – say it is.
- Xerox is committed to providing the highest levels of technical service. We are proud to have been awarded the J. D. Power and Associates Certification for excellence in customer support four years in a row. Xerox has also received STAR Awards from the SSPA for Service Excellence in Innovative Support and Service Excellence in Integrated Services for demonstrating a high level of ongoing commitment to world-class technical support.



## Problem Resolution - Partnership Actions and Responsibilities

Xerox support personnel have extensive product knowledge and are trained in the problem solving process. There are three steps to this process that help to ensure a successful support experience. Good communication is an essential component of every step of problem solving.

### Step 1. Problem Identification and Contacting Support

To help ensure prompt support and optimize your support experience, it is beneficial to be prepared with as much information as possible prior to contacting support. The following are important to observe and document prior to contacting support:

- Error and / or console messages
- System diagnostic information
- Any special conditions:
  - Is it a recurring problem?
  - Is a new application or operating system being used?
  - Does the machine have new firmware installed?
  - Have any patches been installed recently?
  - Have there been any changes to the network?Any or several of these conditions may be affecting or causing the problem and will be helpful in the diagnosis.

Gather and document any pertinent information, and then contact the Support Center using one of the following methods:

- Call the Support Center at (800) 821-2797.
- Request e-mail support. (Go to [www.xerox.com/support](http://www.xerox.com/support) and click on "Email Xerox Support".)

Your support request is immediately logged. The Customer Support Representative who receives your call (or e-mail) will ask for information about your Xerox equipment or software, and will verify your coverage by asking for one of the following:

- the product serial number
- your customer number
- a log number or Request ID (if you are calling again about an existing problem)

He/she will also ask you to describe the impact the problem is having on your operation to determine the problem severity. Our partnership is based on both you and Xerox acting with the level of urgency dictated by this severity level. There are four levels of severity. (Refer to [Table 1.0 "Problem Severity Levels"](#) for additional information.)

Next, your call is escalated to a Xerox Product Specialist, or a Specialist is informed of your problem and calls you back.



Visit our online support site at [www.xerox.com/support](http://www.xerox.com/support) and utilize our online resources to assist you in quickly resolving issues or answering questions you may have about your Xerox equipment or software.

*Did you know?* Our online support knowledgebase provides the same information our Customer Support Representatives use when resolving problems over the phone. It includes solutions for error codes, print quality, media jams, software installation, and much more.



Table 1.0

Problem Severity Levels	
<b>Severity 1</b>	<b>“Catastrophic problem.”</b> Your system is down or you have no production capability.
Indicators include: Inability of a critical application to run Frequency of failure precluded productive use Critical integrity defect	
<b>Severity 1</b>	<b>“Severe problem.”</b> Your system is up, but production capability is seriously degraded.
Indicators include: Inability of a major application to run Frequent operational intervention is needed to maintain productivity Non-critical integrity defect	
<b>Severity 3</b>	<b>“Moderate problem.”</b> Your system is up, but production capability is reduced.
Indicators include: Inability of a non-critical application to run Continuing, but infrequent, operational intervention is needed Non-critical product feature or function does not work	
<b>Severity 4</b>	<b>“Low Impact problem.”</b> Your system is up, with no significant impact to production.
Indicators include: Lack of indication for severity 1-3 problems.	

## Step 2. Solution Planning and Delivery

Once you have contacted a Product Specialist, he/she will work with you to isolate or clarify the problem, if necessary. He/she will then search the knowledgebase and utilize other resources to provide you with information and assist in resolving the issue. The Specialist will guide you in implementing the recommended solution. You test the solution, and communicate the results to us.

If necessary, the Specialist may conduct an in-depth analysis of the problem and/or call on other resources, such as Product Engineering, for help in developing a solution. In such a case, you will be given an estimate of how soon the problem can be fixed.

## Step 3. Solution Implementation and Log Closure

When you and the Product Specialist are confident the issue is resolved and no further actions are necessary, the call log will be closed. No follow-up from the Specialist will occur, and it is not necessary for you to contact the Support Center.

If additional follow-up is necessary, the Product Specialist will discuss an action plan and follow-up timeframe with you. He/she may ask you to take some additional action or to gather more information or documentation. When you call back, be sure to have your log number or Request ID ready. Because calls are logged and the information and progress documented, the Specialist can then reference the call log and add to the information you have already provided. The Specialist will continue to work with you until the issue is resolved, or will assign a Customer Support Engineer to come onsite to service your equipment.