



Xerox® Support Engage Frequently Asked Questions

Contents

- What is the purpose of the Xerox® Support Engage App? 3
- What are the key functionalities of the Xerox® Support Engage App 3
- What are the benefits of using the Xerox® Support Engage App 3
- Where can I find the Xerox® Support Engage App 3
- Who can use the Xerox® Support Engage App 3
- Is the Xerox® Support Engage App available globally? 3
- What languages does the Xerox® Support Engage App support? 3
- Why is my language not supported?..... 3
- I'm in a non-English speaking country or region, why does the Digital Agent speak English to me? 3
- Can I order consumables through the Xerox® Support Engage App..... 3
- Can I install the Xerox® Support Engage App on my Multi-Functional Printer?... 4
- Why do I have to enter my device model or serial number every time? 4
- Is the Xerox® Support Engage App going to use a lot of my data? 4
- I can't download the Xerox® Support Engage App. Do I get the same functionality if I use the web chat? 4
- I downloaded the Xerox® Support Engage App, but I'm having issues. How can I get support?..... 4
- What if I don't want to go on video? 4
- Is the Xerox® Support Engage App secure? Is my personal data protected while I use it?..... 4
- How will I get notified of updates to the Xerox® Support Engage App? 4

WHAT IS THE PURPOSE OF THE XEROX® SUPPORT ENGAGE APP?

Xerox® Support Engage is a mobile app designed to give our clients immediate and convenient support through their mobile devices (mobile phones and tablets), 24x7. When and where they need it most.

WHAT ARE THE KEY FUNCTIONALITIES OF THE XEROX® SUPPORT ENGAGE APP?

Through one interface, clients will have access to a wide range of Xerox support resources such as:

- Diagnostic troubleshooting tools (guided help)
- A multilingual intelligent Digital Agent enabled to answer a wide range of technical problem resolution questions
- Access via chat to live Digital Support Experts via an algorithm which matches you to the best available expert
- Audio and video chat (one-way or two-way) with live Digital Support Experts who can provide further support in real-time

WHAT ARE THE BENEFITS OF USING THE XEROX® SUPPORT ENGAGE APP?

1. Help is available 24x7
2. It's simple – it takes the complexity of “what resource do I use” and gives the customer one place to get at multiple resources.
3. The app provides at-your-fingertips troubleshooting opportunities, which will bring faster resolution to your problems without the need to talk to us. But if you still want to talk to us, you can request to speak to a Digital Support Agent in your language.
4. We have seen that customers witness a 50% better resolution while using mobile or web app over any other channel.
5. Through the app and web chat, customers can also engage in audio and video chats with our Digital Support Experts. We've found that we have a 30% better chance to resolve your problem quickly when using video – and the experience is richer.

WHERE CAN I FIND THE XEROX® SUPPORT ENGAGE APP?

The Xerox Support Engage app is available at no cost from the iOS App Store and Google Play. It should appear when searching for Xerox® Support Engage or Xerox Corporation.

Google Play Store

Apple App Store



WHO CAN USE THE XEROX® SUPPORT ENGAGE APP?

To use the full capability of Xerox® Support Engage (including chat support), a customer should have a current support contract with Xerox, though anyone with a Xerox device can benefit from the Digital Agent's ability to access information, knowledge, and diagnostic tools.

IS THE XEROX® SUPPORT ENGAGE APP AVAILABLE GLOBALLY?

The App can be downloaded in the following countries:

- **North America:** Canada, United States
- **Europe:** Austria, Belgium, Denmark, Finland, France, Germany, Italy, Luxembourg, Norway, Portugal, Spain, Sweden, Switzerland, The Netherlands, United Kingdom

WHAT LANGUAGES DOES THE XEROX® SUPPORT ENGAGE APP SUPPORT?

The intelligent Digital Agent is available in English, Portuguese, French, Italian, German, and Spanish.

The live Digital Support Expert will speak the language(s) appropriate for the customer's country, including Danish, Dutch, Finnish, Norwegian, and Swedish.

WHY IS MY LANGUAGE NOT SUPPORTED?

Our Digital Agent is available in multiple languages already, but not all. We are always looking to improve our technology and the customer experience associated with it. We are aware of the desire for more languages, and our teams are actively working on evaluating customer needs and the most appropriate way to address them.

I'M IN A NON-ENGLISH SPEAKING COUNTRY OR REGION, WHY DOES THE DIGITAL AGENT SPEAK ENGLISH TO ME?

English is the default language. You can select your language of choice in the App preferences amongst the ones available. If you are accessing from the web, make sure you are on the appropriate Xerox website of your country. Go to www.xerox.com/support and select your country by clicking on the country on the top right corner.

CAN I ORDER CONSUMABLES THROUGH THE XEROX® SUPPORT ENGAGE APP?

Our intelligent Digital Agent will route you to the most appropriate ordering platform available for your country.

CAN I INSTALL THE XEROX® SUPPORT ENGAGE APP ON MY MULTI-FUNCTIONAL PRINTER?

Xerox® Support Engage is a mobile app and works on mobile devices (Android and iOS). Because a key feature is the ability to engage in video communication, it would not be effective to embed the app in the printer.

WHY DO I HAVE TO ENTER MY DEVICE MODEL OR SERIAL NUMBER EVERY TIME?

Xerox® Support Engage needs to understand your device to make sure its answers are relevant to you. It only asks for your device if it's trying to find device-specific information or if it's handing off to a Digital Support Expert. Additionally, the serial number is required (only at hand off) so that we can find the best agent in the team that supports your product.

IS THE XEROX® SUPPORT ENGAGE APP GOING TO USE A LOT OF MY DATA?

That depends on every user's internet provider and contracted data. Mostly the app uses very little data; if a chat is upgraded to audio or video, it uses data at about the same rate as you might expect from a video ad or an audio/video messenger. If data is a concern, we recommend using wi-fi.

I CAN'T DOWNLOAD THE XEROX® SUPPORT ENGAGE APP. DO I GET THE SAME FUNCTIONALITY IF I USE THE WEB CHAT?

Absolutely! Just be aware that the web experience may not work on older browsers – most notably Internet Explorer. We recommend using Google Chrome.

I DOWNLOADED THE XEROX® SUPPORT ENGAGE APP, BUT I'M HAVING ISSUES. HOW CAN I GET SUPPORT?

If you have problems downloading or using Xerox® Support Engage you can contact our App Support group mailbox:

Xerox-SupportEngageMobileApp@Xerox.com

WHAT IF I DON'T WANT TO GO ON VIDEO?

It's totally up to you. The Digital Support Expert will always suggest turning the video on for a richer experience, but you decide how you want to participate. We always recommend that you “accept” the request so that you can hear and see our agent – it will be faster that way – and you always have the choice to turn off your own camera and microphone.

IS THE XEROX® SUPPORT ENGAGE APP SECURE? IS MY PERSONAL DATA PROTECTED WHILE I USE IT?

All Xerox applications are secure and comply with global data protection regulations. You can check our Privacy and Security terms on our website: visit www.xerox.com and choose your region.

HOW WILL I GET NOTIFIED OF UPDATES TO THE XEROX® SUPPORT ENGAGE APP?

The app uses the Google Play Store and Apple App Store for distribution. Updates will be made available to your mobile device by the standard services of the store that supports your device.