Virtual Help Desk

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Virtual Help Desk: Increase Remote Technical Support Efficiency of Devices

**Goal:**

Reduce device technical support costs and increase customer satisfaction

**Current situation with office multi function printers:**
- Only ~ 30% of remote support sessions successful
- Majority of calls end in expensive service engineer visits
- But 15 to 20% of in the field interventions could have been solved remotely

**Technology:**
- Virtual Reality
- Remote device monitoring
- Knowledge generation from previous sessions
Virtual Help Desk: Key Innovation

A Collaborative Environment connected and integrated in device
- Shared visualisation on help desk
- Shared visualisation on device
- Synchronization with device status
- VoIP with device
- Remote access to local UI

Winner of the Software category of the Wall Street Journal 2011 Technology Innovation Awards
Virtual Help Desk: Applications

Xerox Technical Support/Managed Print Services

Technology Applicable to Technical support / training in various domains
Virtual Help Desk: Summary

Goal:
Reduced device technical support costs and increase customer satisfaction

Key Innovation:
Combined Virtual Reality and remote device monitoring

Applicability:
Large variety of devices and technical support business models