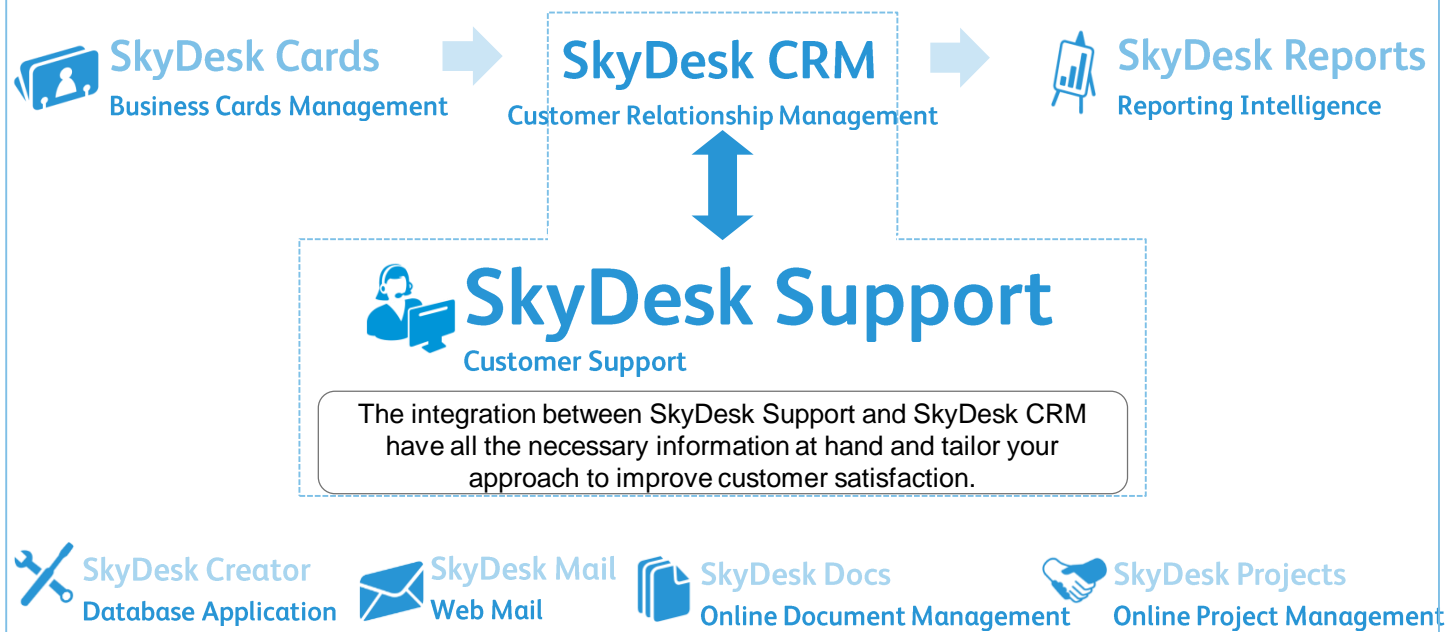


To create customer happiness and find more sales opportunities!



Appendix

- \*1 SLA (Service Level Agreement):  
SLAs help you define the level of service that you provide to your customers. In general, it includes the definition, scope and quality of services. Define the level of service based on pre-defined conditions. You can setup up to 4-levels of escalations when a service commitment is not met.
- \*2 Customer Portal:  
A website dedicated to the customers; Customers get access to the website to resolve issues by themselves. (eg. FAQ) When customers access your portal, they can view solutions that you have shared in the portal, add tickets and see the status of the tickets sent by them, around the clock. Administrators can add portal users, customize the customer-support portal and manage access permissions.
- \*3 CTI (Computer Telephony Integration):  
The feature allows you to connect PBX systems to your SkyDesk Support account. Using this feature, you can receive notifications about your incoming and outgoing calls on your computer. You can view the details about your customers, when they call, on your screen. The feature include associate calls with tickets, update your call duration automatically, generate reports to view the amount of time spent by agents on each call, etc.

Fuji Xerox Singapore Pte Ltd  
80 Anson Road #01-00 Fuji Xerox Towers, Singapore 079907  
Tel: (65) 6766 8888 Fax: (65) 6239 2804

• For sales enquiries, please contact us at skydesk-sales@fujixerox.com



# SkyDesk Support

A cloud-based enquiry management service by Fuji Xerox.



Problems

- There are customer enquiries that you have overlooked or delay in responding.
- There are many ways to respond and communication with customers on their enquiries, for example email, phone calls, etc. without a centralized platform.
- Information shared among service team and sales team is outdated which resulted in unable to answer customer queries.

Solutions

- To provide useful information to support customers.
- Referring back to previous records, service and sales teams are able to provide consistent and appropriate response on customer needs.

Problems

- It is time consuming to assign tickets and executing the next step.
- Re-input information in to current supporting system which may cause unnecessary errors.
- Unable to view or check customer enquiry status.

Solutions

- To improve the responsiveness, especially the high priority cases.
- Quick analysis of customer enquiries so to reduce any delays.
- Providing an excellent customer service.

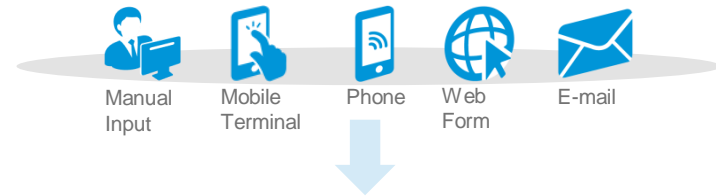


SkyDesk Support help to solve all these issues!

## ➤ Point 1

### Customer support tool that enhances relations with your customers and empowers you in continuing your business!

SkyDesk Support Improve productivity and efficiency with a centralized platform that houses multiple communication channels in one place. It offers an effortless way of handling emails, cloud-based customer service hotline, instant message with customer in real-time, customer self-service portal, forums, web forms and social media platforms to interact with customers.



## SkyDesk CRM Integration

### SkyDesk Support automatically syncs customer information with SkyDesk CRM

Through integration with SkyDesk CRM information of customers is kept up-to-date to provide appropriate response to customer needs. This helps sales reps to understand the customer's recent interactions with the company so they can easily identify and explore more business opportunities with them.

## ➤ Point 2

### There are other functions that can help the support and sales team to increase productivity and efficiency.

#### Improving Productivity

##### Fast Response (SLA\*1)

With a simple set of rules, tickets get escalated automatically based on SLAs. Once a ticket is created, it will directly appointed to the designated agent. Save time, better productivity.



##### Knowledge Sharing

'Help Center' module is where your support agents can add and organize solution articles (knowledge sharing) within the support portal so that your customers can quickly browse through them in their self-service portal.

##### Alert Function

Get alerts by receiving any enquiries from your customers that are assigned to you. Now you no longer worry on overlooking any of them.

##### Self-service Portal (Customer portal\*2)

Customer Portal of SkyDesk Support helps customers to resolve their issues by themselves. Customize the portal according to your requirements and give your customers access to it. This results in increased customer satisfaction and considerable reduction in your incoming support tickets.

#### Increase Efficiency

##### Auto-assignments

Automate your support process by defining rules, set a resolution time and specify whom to make an escalation and required to select a users to do so. Now you no longer have to assign them by yourself.

##### Retrieve E-mails Automatically

A "support email" will be created where the address can be share with your customers to receive e-mails which in turn will be created as tickets in SkyDesk Support. All your customer emails get pulled into a convenient interface where you can respond to them easily.

##### Web-to-Ticket Forms

The web forms allow your customers to send tickets from web portal where the form is posted.

##### CTI\*3 integration (Phone Bridge)

This feature allows you to receive notifications about your incoming and outgoing calls on your computer. The screen will display details about your customer such as Name, phone number, top four open tickets, etc.

#### Additional Information

##### Reports

SkyDesk Support enables you to automate the reports generation on daily, weekly or monthly basis. With this clear report, you can finalize prime modifications in the work flow towards a good center functioning. The administrator also can customize as per their need.

##### Customization

Personalize your SkyDesk Support account according to organization's needs. Assign each ticket with a status, renamed and organized tabs represent the different modules, create or modify custom fields, create email templates, ticket templates, web forms and so on.

**SkyDesk Support Ensure Customer Satisfaction with Each Ticket!**