

AIR^e Link in action

OZAN BASALAN'S SUCCESS STORY

Senior Technical Service Specialist / Konica Minolta Turkey



Overview

Senior Technical Service Specialist, Ozan, is part of a team of 14 in Konica Minolta Turkey. Their goal as a service team is to help save their customers valuable time.



Problem

Ozan cites AIR^e Link as being particularly useful when dealing with issues such as paper compression problems, instant error codes, and installing printer drivers. He recently had a customer get in contact about one of their printers giving a C-0202 error code.



Solution

Using AIR^e Link to see the customer's printer, Ozan was able to identify the problem, explain the issue, and provide instructions to the customer on how to fix the printer issue. He did this all through AIR^e Link, removing the need to provide on-site service to the customer.



Results

The problem was fixed remotely, and more importantly, quickly - so the customer could start using the printer again right away. It also meant Ozan was able to fix a greater number of customer issues in a shorter period of time as his time wasn't spent travelling to client sites.



Head to the AIR^e Link blog to find out more about how Ozan's team uses AIR^e Link to save their customers valuable time. Or, if you're ready to discover the benefits of AIR^e Link for yourself, book a demo now.

Giving Shape to Ideas