

AIRe Link in action

PRUDHVI RAJ P'S SUCCESS STORY

Senior Customer Support Engineer / Konica Minolta India



Overview

Senior Customer Support Engineer, Prudhvi, is part of a team of 10 Engineers in Konica Minolta India. The team's overarching goal is to reduce the downtimes of their customers' machines, to help achieve 100% customer satisfaction.



Problem

As a Customer Service Engineer, it's down to Prudhvi's team to make sure his customers' machines are up and running. When they're not working as expected, he needs to resolve any issues quickly and efficiently. One of Prudhvi's customers based 200km away was having issues with a sensor on his MGI-JV3DS device.



Solution

Removing the need to visit the customer face-to-face, Prudhvi used AIRe Link to see what his customer was seeing. Once he'd identified the problem, Prudhvi used the in-built AIRe Link features to point on-screen, take a screenshot, and mark the exact location of the element that the customer needed to adjust to solve the issue.



Results

Using AIRe Link saved Prudhvi a costly and time-consuming 400km journey. Instead, he was able to resolve the issue in just 30 minutes. His customer remarked that he had an increased confidence in the ability of AIRe Link to resolve issues remotely in future.



Head to the AIRe Link blog to find out more about how Prudhvi's team uses AIRe Link to reduce the downtimes of their customers' machines. Or, if you're ready to discover the benefits of AIRe Link for yourself, start your free trial now.

Giving Shape to Ideas