

AIRe Link in action

TIBOR VARGA'S SUCCESS STORY

Service Delivery and Remote Solution Manager / Konica Minolta Hungary



Overview

Tibor is a Service Delivery and Remote Solution Manager based in Konica Minolta Hungary. He's part of a team of 17 who are responsible for trying to solve as many customer incidents as possible remotely.



Problem

When Tibor's Support teams speak to customers on the phone, they often realise the customer does not have the experience needed to fix the issue through a phone conversation alone. It becomes apparent that an on-site visit might be required instead.



Solution

Instead of visiting the customer on-site, Tibor and his team initiate AIRe Link visual remote sessions – enabling them to provide the customer with visual and audio instructions, so they can fix the issue remotely.



Results

When using AIRe Link, customers are calm and co-operative with the Service Technician on the other side of the device, who visually walks them through the steps that need to be taken to fix the issue. Once the issue is resolved, customers feel pleased that they've managed to solve a complex problem themselves without the need of an on-site technician visit.



Head to the AIRe Link blog to find out more about how Tibor's team uses AIRe Link to solve as many customer incidents as possible remotely. Or, if you're ready to discover the benefits of AIRe Link for yourself, start your free trial now.

Giving Shape to Ideas