



<b>Sector</b>	Business process and document management
<b>Requirement</b>	To enhance the customer support process and alleviate resource challenges
<b>Solution</b>	Improved support tracking and fault resolution times, via intelligent business process automation

## Bringing Xerox closer to their customers

Xerox is the world's biggest name in document services. With a revenue of \$19.5 billion and a team of 140,000 employees across 180 countries, Xerox's giant operations need impressive support. That came in the form of ThinkAutomation.

## The results

Behind the scenes, Xerox technicians are busy offering support to tens of thousands of diverse clients. Before ThinkAutomation, that meant the allocation of huge portions of time on investigating open tickets and manually updating records. As well as the time lost, the process was having a significant impact on operating costs.

ThinkAutomation changed that. With its implementation, Xerox could reengineer its support processes and alleviate its resource challenges. Whenever a support request was received, a recommended course of action

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The time savings so far in using ThinkAutomation have been considerable. We're probably just scratching the surface of the potential efficiencies it can provide an enterprise of our size.

Rheal Dugas, Xerox

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was automatically issued, based on intelligent triggers. Automatically, customers were informed that they'd receive a follow-up email in 3 days. Automatically, those bespoke follow-up emails were issued. Automatically, intelligent triggers recognised whether the ticket could be closed or whether it needed technician attention. And automatically, all of this information was integrated with Xerox's database. Technical support just got easy.



We're bringing your business closer to your customers

Also available...

# WhosOn™

Track - Chat - Engage

## Real time engagement with customers

WhosOn is a real-time engagement solution like no other. It's not just live chat. It's not just a support service. It's not just an analytics tool. It's all those combined and more, and it's currently helping over 10,000 businesses in 100 countries find a better way to engage with their website visitors.

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# Prospect Agent™

Quality Real-Time Sales Leads

## Turning website visitors into new customers

ProspectAgent is the ultimate lead generation tool. By pinpointing and profiling your website visitors, ProspectAgent turns hidden leads into new customers. Not only do we reveal the real people and companies behind your clicks, we conduct real-time research to give you instant customer profiles. With ProspectAgent, you'll never lose leads again.



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