

KONICA MINOLTA AIR^e Link

SUBSCRIPTION SELECTION GUIDE

DESCRIPTION

This simple guide will help you to choose the right AIR^e Link subscription plan for your organization, so you can achieve maximum effectiveness and efficiency in your customers support with the best Return on Investment (ROI).

WHAT ARE YOU LOOKING FOR?

Answer the following questions and tick the boxes in order to learn how AIR^e Link can help your service operations in the very best way.

Are remote solutions an integral part of your company strategy?	YES	NO
Would you use remote visual support systematically rather than on an ad hoc basis?	YES	NO
Do you provide support to 100+ customers?	YES	NO
Is it important for you to track your service resolution (e.g. on-site vs. remotely)?	YES	NO
Is it important for you to further reduce the number of on-site visits?	YES	NO
Are you keen to increase the first-time fix ratio in a sustainable manner?	YES	NO
Would you like to further improve your service and customer experience?	YES	NO
Do you sometimes need to save pictures / videos from sessions for quality assurance?	YES	NO

MORE 'NO' THAN 'YES'

Use AIR^e Link on an ad-hoc basis and save hundreds of Euro per year



BASIC
Free

- ✓ End-user invitation via email
- ✓ Audio/Visual communication
- ✓ Real-time drawing
- ✓ Session planning
- ✓ Flashlight
- ✓ Community support

MORE 'YES' THAN 'NO'

Use AIR^e Link systematically, track the usage, and save tens of thousands of Euro per year



PROFESSIONAL

€360 user/year or €40 user/month

- ✓ All from Basic
- ✓ End-user invitation via SMS
- ✓ Screenshots saving
- ✓ Video recording
- ✓ Assistant's screen sharing
- ✓ Team management and analytics
- ✓ Tracking of usage and benefits
- ✓ Data exports
- ✓ Customized end-user messages
- ✓ Priority support

RESTART YOUR SERVICE WITH AIR^e Link

By embedding Remote Visual Support into their service team processes, our customers are achieving documented cost savings of up to ten thousand Euro per AIR^e Link professional user per year and significantly improving customer experience at the same time.



<https://www.aire.link>

Giving Shape to Ideas