AIRe Link

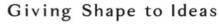## Dealing with customer concerns
Handling objections

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Purpose of this document

To date, feedback has shown that AIRe Link is accepted and appreciated as an excellent tool and approach by most customers. Sometimes however, our technical support teams have faced customers who are afraid or not able to use AIRe Link for the reasons provided below. This post summarizes the most common limitations and concerns on customers' side and provides recommendations on how to overcome them.

Giving Shape to Ideas

Contents

Data security when sharing mobile number and e-mail address

Data is stored on a fully secured platform running on Amazon Web Services (AWS) with servers located in Frankfurt, Germany. However, you can use the customer's work e-mail address to send the invitation. The customer can then forward the e-mail to their private e-mail address by themselves.

Action: Share AIRe Link leaflet with your customers in advance to introduce AIRe Link Remote Visual Support, explain how the service works and highlight it is fully secured and GPDR compliant.

Data security when using private mobiles

AIRe Link has no access to the phone data, e.g. stored photos, pictures, contacts, bookmarks or passwords. It runs in a context of a web browser as any other webpage. The permissions to access camera, microphone and location are effective only if the AIRe Link page is opened in the browser. Furthermore the operating system and browsers indicate in the notification area that the camera or microphone are being used, solely for the purpose of the Visual Support call.

Action: Share AIRe Link leaflet with your customers in advance to introduce AIRe Link Remote Visual Support, explain how the service works and highlight it is fully secured and GPDR compliant.

Uncertain situation about data protection (GDPR): live pictures from customer site, screenshots possible

AIRe Link is fully secured and GDPR compliant. The service technician managing the session is obliged to handle any data shared within the session according to terms defined within the service contract with the customer.

Always ask your customers if they accept the session to be recorded, in case you need to record the session (e.g. to share the information with your expert to identify the issue). The customer is informed by the application in advance about the recording and can turn of the camera or leave the session any time. Again, the recording is fully secured and can be used only within the conditions defined by the service contract.

Action: Share AIRe Link leaflet with your customers in advance to introduce AIRe Link Remote Visual Support, explain how the service works and highlight it is fully secured and GPDR compliant.

Customers have difficulties in handling e.g. different types of mobiles, don't know how to turn camera on, etc.

You can stay on the phone call with the customer during the initiation of the AIRe Link session, so you can guide him in case of any confusion. If the session is opened on the phone with an ongoing phone call, the AIRe Link session will automatically start muted to avoid an echo. After closing the phone call, simply unmute the session on both sides using the 'Mute' button.

Action: Share [AIRe Link leaflet](#) with your customers in advance, to show what the session initiation looks like. Guide customer through phone call during the session initiation if needed.

Customers are sometimes not properly equipped

The smart phone or tablet with internet connectivity are required on customer side to have an AIRe Link session.

Action: Consider equipping your customers with a tablet and a data plan or connected to the local customer network, to run AIRe Link sessions.

Customers suggest using tools like Facetime, Skype, WhatsApp

These tools are developed primarily for personal chat and were not developed for Remote Visual Support. They lack important features or requirements required for efficient remote guidance (e.g. drawing into the snapshot) and are not approved by Konica Minolta for usage towards customer support.

Action: Share [AIRe Link leaflet](#) with your customers in advance, to educate them about AIRe Link benefits. Inform the customer, that tools like Facetime, Skype or WhatsApp were not designed for Remote Visual Support and their usage is not approved by Konica Minolta. Also inform the customer, that AIRe Link sessions do not require them to download and install any new application as the session opens in a web browser.

High data usage

Yes, AIRe Link consumes data through its connectivity. To get optimal results the upload speed of the client should be at least 2Mbps, which represents the 20MB data consumption per one minute. The average AIRe Link session takes 5 minutes, representing 100MB of data consumption.

Action: Ideally ask the customer to use the device connected to the company wi-fi to avoid the consumption of data tariff on a smartphone. As the AIRe Link is used for job purposes, the customer may also consider upgrading the data tariff of the machine operator accordingly – the cost is in single Euro per month. To support this upgrade, share [AIRe Link leaflet](#) with your customers in advance, to educate them about AIRe Link benefits.