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SKYDESK SERVICE OFFERS NEW APPLICATIONS THAT OPTIMIZE CUSTOMER SUPPORT OPERATIONS

STORE AND LEVERAGE CUSTOMER INQUIRIES TO IMPROVE BUSINESS EFFICIENCY

TOKYO, June 25, 2013 – As new applications of its SkyDesk Service[1], a cloud-based business communication support service, Fuji Xerox Co., Ltd. has today launched both free and paid versions of SkyDesk Support–applications that help customer support operations.

SkyDesk Support enables comprehensive management of customer inquiries, such as receiving an inquiry and responding to it, managing the progress of response, storing of replies and creating a report. These basic functions are available in the free version, and SkyDesk Support Professional and SkyDesk Support Enterprise, the paid versions with enhanced functions, provide more organized usage environment.

SkyDesk Support Professional

Automating and streamlining business processes by a workflow system

By pre-setting conditions and defining flows to respond to inquiries, the SkyDesk Support Professional can automatically allocate inquiries to the people in charge of receiving inquiries, which streamlines the process and prevents inquiries from being overlooked. The application also can send notifications to persons in charge and create tasks.

Sharing FAQ on a dedicated customer portal

Users can share replies provided to customers as frequent asked questions (FAQs) on a dedicated customer portal. By facilitating customer self-support, the application contributes to streamlining support operations and improving customer services.

Assisting efficient customer services by linking to SkyDesk CRM

Users can easily manage customer information by linking to the contact/account information in SkyDesk CRM (Customer Relationship Management)[2], which can be also used for customer supports operations.

Managing a Service Level Agreement (SLA)

Users can set a range of service level agreements (SLAs) such as application plans, response deadline for inquiries, respondents to escalated inquiries and their action timing.

SkyDesk Support Enterprise

In addition to the functions of SkyDesk Support Professional, the SkyDesk Support Enterprise offers enhanced features to assure more effective utilization.

Linking SLA to individual contracts
Users can set contract periods of SLA according to individual customers, thereby easily and smoothly providing complex support services such as follow-up before the termination of contracts.

Automating report creation
Using a scheduler, the SkyDesk Support Enterprise creates a report on a regular basis, which enables users to reduce the work load for transcribing data of inquiries for aggregation, and confirm the status regularly.

Establishing data-sharing rules
Users can establish data-sharing rules by grouping persons in charge of handling customer inquiries to control data access.

*1 Utilizing public cloud, SkyDesk Service offers various business applications required in a diverse range of business communications in the small- and medium-sized business (SMB) market.

*2 SkyDesk CRM helps users manage a series of sales activities from marketing and business negotiations to customer support by enabling them to manage the processes in stages; sales support, marketing support and customer support.

How to Purchase the Paid Services: Via online with a credit card

Availability: Japan, Australia and Singapore

List Prices

Product names	List prices			Product contract format
	Japanese yen	Australian dollar	Singapore dollar	
	inc tax	inc GST 0 %		
SkyDesk Support Professional	8,400 yen /user/six months	$75/user/ six months	$87/user/ six months	Semiannual contract (automatic renewal)
SkyDesk Support Enterprise	17,850 yen /user/six months	$159/user/ six months	$183/user/ six months	

Function List

Plans	Free service	Professional	Enterprise
Query management			
Replies count	25/day	Unlimited	Unlimited
Manage product information	√	√	√

Manage tasks	√	√	√
Record task hours	√	√	√
E-mail query registration	1	10	20
Web form query registration	-	10	20
Accounts/contacts Management			
Manage accounts/contacts	√	√	√
Knowledge base/FAQ			
Manage answers (knowledge base)	√	√	√
Management folder count for answer methods	10	Unlimited	Unlimited
FAQ	√	√	√
Report & dashboard			
Custom reports	√	√	√
Dashboards	√	√	√
Export of reports (xls/csv/pdf)	-	√	√
Recurring reports	-	-	√
Customer portal			
Customer portal	-	√	√
Organization settings			
Department count	1 Default department only	10	Unlimited
List of holidays	-	√	√
Work hours	-	√	√
Workflow			
Workflow rules	-	5/section/tab	20/section/tab
Workflow notifications and tasks	-	√	√
Allocate by workflow	-	√	√
Time-based actions	-	10/section/tab	15/section/tab
Query assigning rule	-	10	20
Profile management			
Profile management	-	15	30
Role	-	5	250
Profile settings by field	-	√	√
Data sharing rules	-	√	√
Grouping of users	-	√	√
Customize			
Customize tags	√	√	√
Customize fields	√	√	√
E-mail reply template	Default template only	√	√
Query template	-	-	√
Link with SkyDesk CRM			
Link with SkyDesk CRM	-	√	√
Service Level Agreement (SLA)			
SLA	-	5/section	10/section
Escalation	-	√	√
SLA advanced setting	-	√	√
Service level settings			
Accounts and SLA link	-	-	√

Related websites

➤ Service information:
  http://www.skydesk.jp/en/

➤ SkyDesk videos:
  http://youtu.be/1CCfHHFQ77I

➤ SkyDesk support information
  https://www.skydesk.jp/en/suites/sales/support/

➤ SkyDesk CRM information
  http://www.skydesk.jp/en/suites/sales/crm/

➤ For smartphone use:
  https://www.skydesk.jp/en/mobile/

➤ SkyDesk official Twitter handle (Japanese only):
  http://www.twitter.com/FujiXerox_SD

➤ SkyDesk official Facebook page (Japanese only):
  http://www.facebook.com/FujiXerox-SkyDesk

➤ For inquiries:
  http://www.skydesk.jp/en/contact/

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