

# RCA Definition

## Remote Call Avoidance Definition

RCA can be claimed on A4 and A3 Xerox® devices:

- When a customer calls with a technical problem (Hardware, Software or Connectivity) and it is solved remotely by the partner's helpdesk;
- When a customer calls with a question on how to operate an action on his machine (set up some options for example) and the partner's helpdesk gives the answer;
- **Only** when the machine is fully functional after the call. If for any reason, like an additional problem, an engineer has to be sent, then an RCA cannot be claimed.

Where the customer query would not require an onsite visit in the first place, no RCA can be claimed (information about health and safety or machine specifications for example).

If a customer calls for several machines with the same or different Hardware problems and the issues are fixed remotely by the partner's helpdesk on all machines, the partner's helpdesk can claim an RCA on each machine where a solution was given, by logging individual incidents for each serial number.

If a customer calls for several machines with the same Software problem that requires only to troubleshoot once or the same "how to" question, only one RCA can be claimed.

If a customer calls for several machines with

- Different Software problems;
- Same Software problem on different machines requiring separate explanation;
- Different "how to" questions

the partner's helpdesk can claim an RCA on each machine.

Ex: If the agent needs to set up scan to e-mail on 2 machines with different interfaces (CWIS) and troubleshooting steps so the agent would need to guide through on both separately and claim separate RCAs

Query	Claim as RCA
Technical problem (Hardware)	Yes
Technical problem (software)	Yes
How to operate an action	Yes
How to set up a function	Yes
How to read meter reads	Yes, if not related to a consumables request
Information about machine specifications (Ex: Option Scan to email available on mc?)	No
Information about Health and Safety (Ex : Temperature of the device)	No
Information about the contract	No
Information about manual	No
Installation issue, I.e. Pin required	No

NAFD DRA/Connectivity report - Device not connected to XDA	No
Service cancelled	No
Information about message to change /order consumable/CRU <u>without</u> troubleshooting steps involved	No. This covers scenario where a customer calls with message 'Replace Toner and we advise the customer that he needs to place order.
Information about message to change /order consumable/CRU <u>with</u> troubleshooting steps involved	Yes. This covers scenario where machine is showing a FC or a message staying after the consumables was replaced. No other CRU can be sent, for the same issue, if there is already a call closed RCA CRU within 30 days
Troubleshooting resulting in Spare part replacement	Yes but only for spare parts included in the Spare parts list and only if no other spare has been sent in the previous 6 months to fix a similar issue.

### List of Xerox products out-of-scope for this programme

Manufacturer Name	Model Name	Equipment Type
Xerox®	1000 Color Press	Production
Xerox®	4110 - 4112 Series	Production
Xerox®	4127 Enterprise Printing System	Production
Xerox®	4595 Copier	Production
Xerox®	4595 Series	Production
Xerox®	700 - 700i Color Press	Production
Xerox®	700 Digital Color Press with Creo CX	Production
Xerox®	770 Digital Color Press	Production
Xerox®	800 - 800i Color Press	Production
Xerox®	Color 550 - 560 - 570	Production
Xerox®	Color 550 with Fiery EXi	Production
Xerox®	Color C60 - C70 - C75	Production
Xerox®	Color C60 with Xerox® FreeFlow	Production
Xerox®	Color J75 Press	Production
Xerox®	D95	Production
Xerox®	D95 - D110 - D125 - D136	Production
Xerox®	D95 Copier/Printer	Production
Xerox®	D95 Copier/Printer with FreeFlow	Production
Xerox®	DocuColor® 5000 Digital Press	Production
Xerox®	Nuvera® 120 EA Digital Production System	Production
Xerox®	Nuvera® 144 EA	Production
Xerox®	Nuvera® 157 EA	Production
Xerox®	Versant® 2100 Press-PGPK with Fiery EX	Production
Xerox®	Versant® 80 - 10 - 2100	Production
Xerox®	Versant® 80 Press with FreeFlow	Production