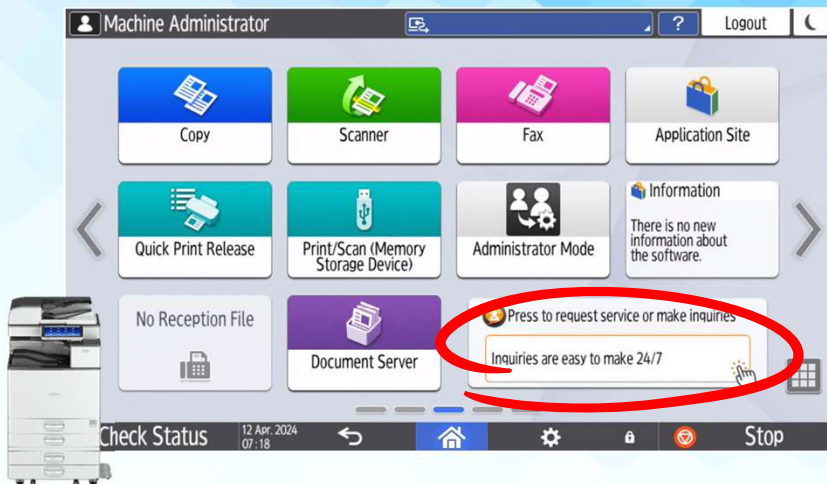


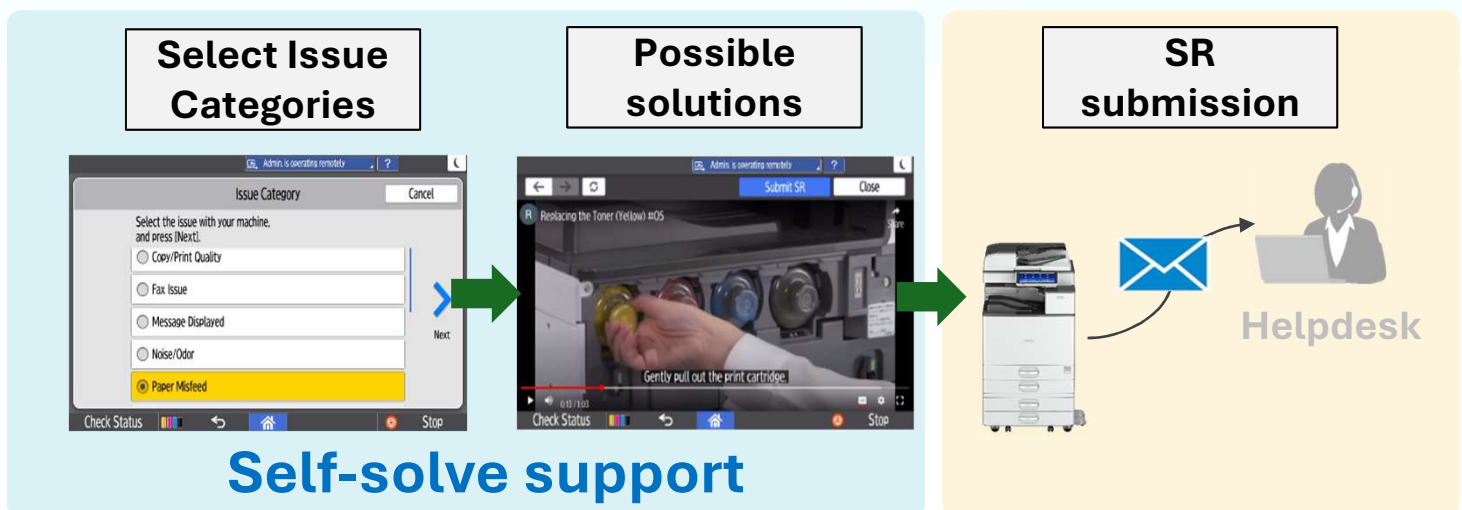
# Customer Support App (CS App)



By simply selecting an issue from the application on the affected device, customers can access self-solve support or submit a request to Contact Center. This reduces downtime and automates the reception process at the Call Center.

\*Ricoh Japan has recorded a self-solving rate of 28.4% in the first half of FY2024.

**Customer experience is greatly improved by enabling self-resolution, making inquiries quick and easy.**



\*Submission Status will be reflected in the widget.

\*Customers can also submit toner delivery or empty bottle collection requests directly from the app.

## Feedback from Customers and Field Engineers:

*"I can easily find the resolution contents and resolve simple issues on our own, so I don't need to escalate."*

- End user

*"It helps reduce time-consuming interactions, such as asking the end-user for the equipment's location and issue details, checking the machine number, and relaying this information to the Call Center agent."*

- Customer Admin

*"The number of calls for relatively simple issues has decreased."*

- Field Engineer