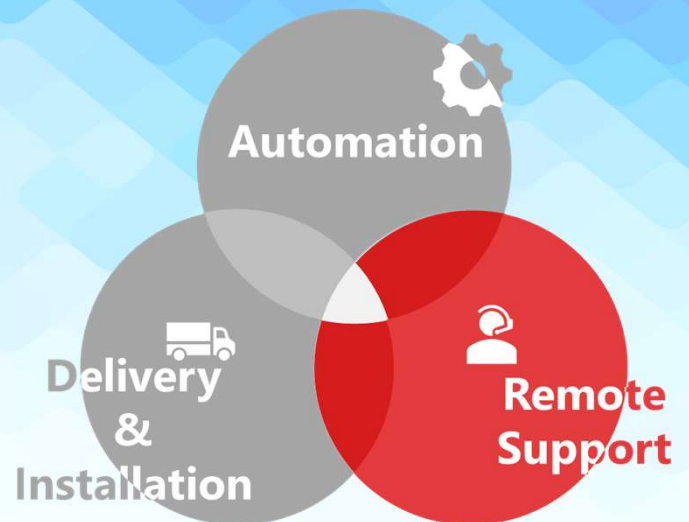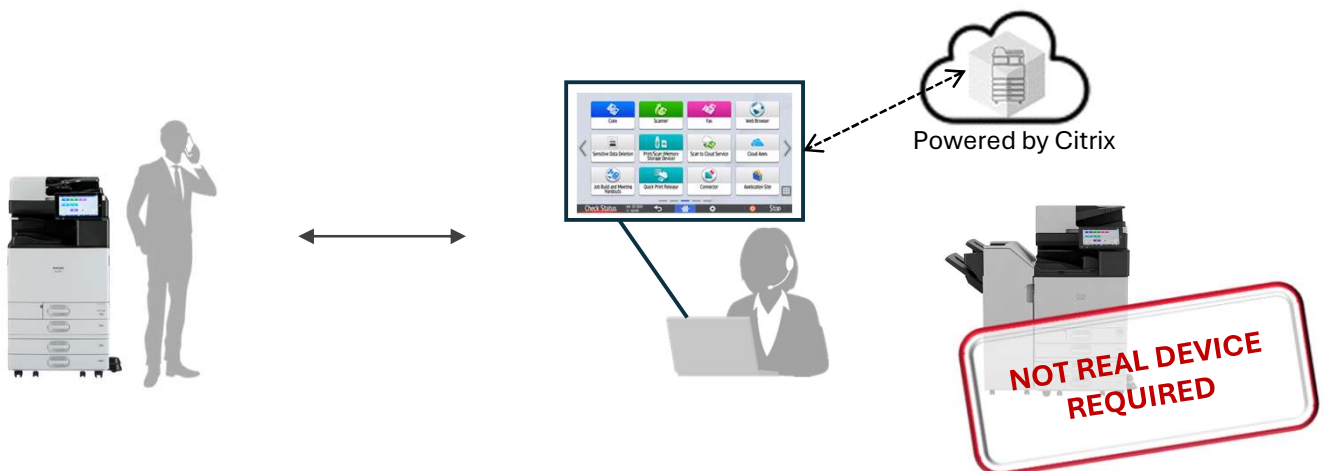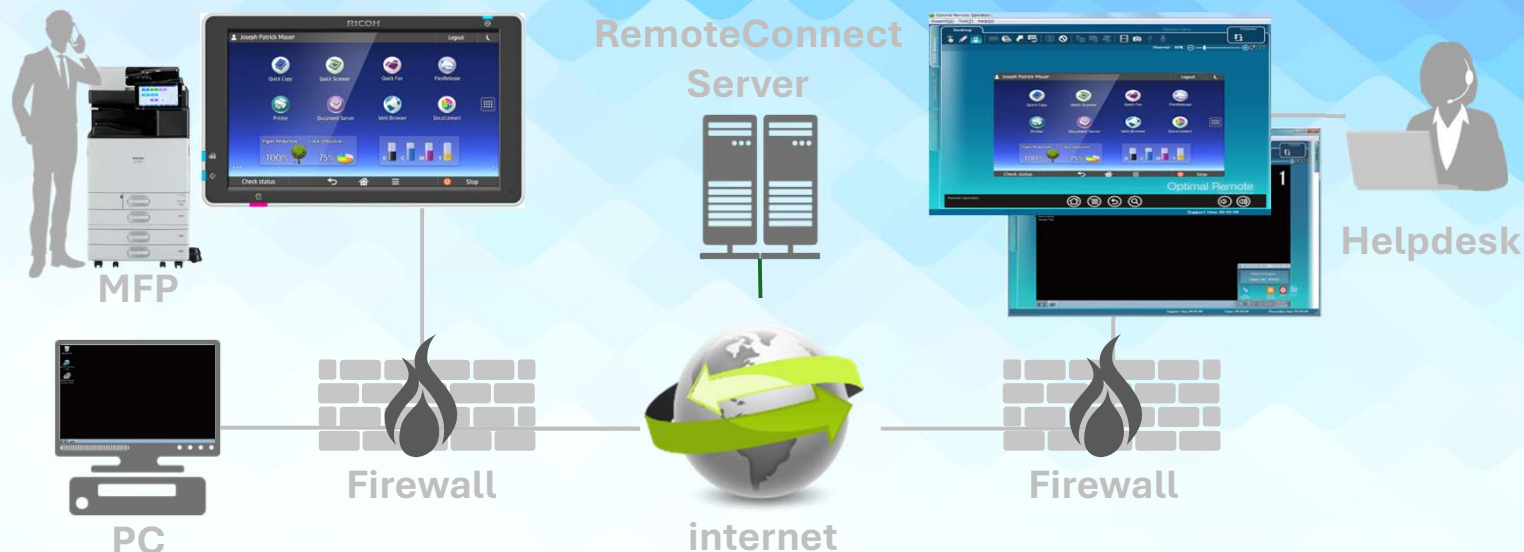# Ricoh Interactive Panel Emulation System (RIPES)

RIPES assists remote support staff in providing high-quality customer service for RICOH MFPs.

RIPES (RICOH Interactive Panel Emulation System) is a web-based application that provides a virtual MFP experience with zero client installation required. As MFPs become increasingly sophisticated, verifying actual device behavior while communicating with customers has become essential. RIPES enables remote support engineers to deliver the same level of assistance as if they were physically interacting with the device. It is also an effective tool for training, allowing support engineers to build product knowledge and operational skills in a realistic virtual environment.
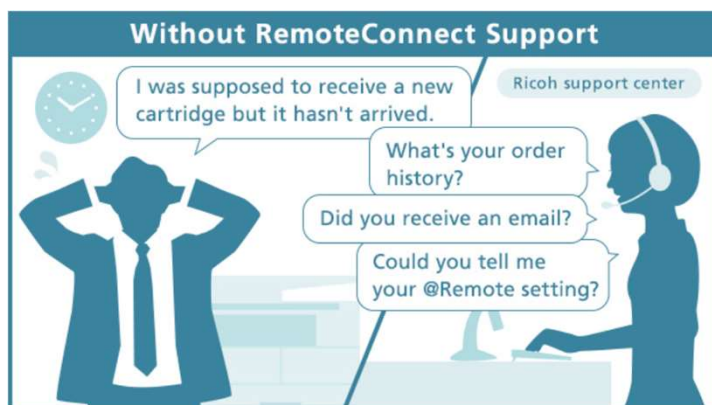

Powered by Citrix

NOT REAL DEVICE REQUIRED

RICOH
imagine. change.

RemoteConnect Support

MFP

RemoteConnect Server

Helpdesk

PC

Firewall

internet

Firewall

Delivers quick solutions with minimal effort that improve remote resolution rates and customer satisfaction

With screen-sharing capabilities in real-time, helpdesk agent can guide customer through issues or remotely take control to keep your device working, thereby minimizing the need for onsite visits and ensuring productivity remains high.

Without RemoteConnect Support

I was supposed to receive a new cartridge but it hasn't arrived.

Ricoh support center

What's your order history?

Did you receive an email?

Could you tell me your @Remote setting?

With RemoteConnect Support

I was supposed to receive a new cartridge but it hasn't arrived.

RemoteConnect operator

I see what happened. The automatic refill order feature was activated, but the toner level is still OK.

Contact Center would have to check the order history, corresponding emails, and @Remote settings, which would have taken around 20 minutes.
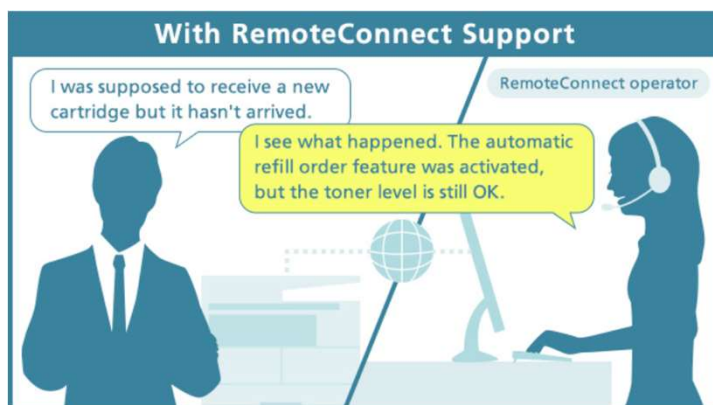
The Ricoh support center operator activates the device's Service Program Mode to check the device settings, troubleshooting the issue in just 5 minutes.

RICOH
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