

Xerox Help Desk Learning and Resource Toolkit



Finding the answers you need quickly and efficiently

AVAILABLE RESOURCES

From Self-Help to Social Media Support, there are several paths to locate the information and resources you need.

1. [Xerox.com/Support](https://www.xerox.com/Support): Our online product knowledge bases are available 24/7, 365 days a year. New knowledge and content is added daily. Drivers, documentation, and videos are also available on our Support pages.
2. [At Your Service Blog](#): Articles are authored weekly that are informational and educational.
3. [Support YouTube Channel](#): Watch instructional videos showing features and functionality of our devices.
4. [@XeroxSupport Twitter](#): Specialists tweet tips and updates that are relevant to Xerox devices and offerings, answering customer questions on Xerox devices along the way.

[Xerox Customer Support Community](#): A peer-to-peer forum where members exchange ideas and assist others by responding to posts about Xerox products.

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XEROX KNOWLEDGE MANAGEMENT

Knowledge can provide the quickest way to solve problems by providing information at your fingertips. At Xerox knowledge management support is a key enabler for our customers around the globe. We are proud to present a [Help Desk Learning and Resource Toolkit](#). Note: this course is best viewed from a desktop, laptop or tablet.



E-TOOLKIT

The E-toolkit is a companion resource. It will quickly link help desk personnel to Xerox tools and resources, including direct links to many common product knowledge bases. Your help desk personnel will be able to:

- Understand tools & resources available to help resolve common issues
- Navigate the Global Knowledge Base from Support.xerox.com
- Use filters and search terms to uncover solutions to issues.