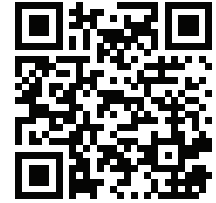


BRUVITI@WORK

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How AI enables service teams to boost efficiency and reduce costs

The digital revolution has transformed the service delivery capabilities of OEMs and organizations that service equipment in the field. Many service teams have successfully replaced error-prone manual processes with automated systems that improve operational efficiency, streamline service delivery, and reveal valuable insights to drive profits, reduce costs, and enhance customer satisfaction.

With AI and machine-learning technologies now available almost off the shelf, service leaders are taking advantage of proven solutions that minimize technician visits, enable and encourage customer self-help, and equip support and service teams to consistently deliver accurate and faster problem resolution.

Bruviti is playing a central role in driving transformation within service delivery operations to enhance operational efficiency. Our AI and machine learning tools improve KPIs such as first-time complete rates, call save rates, and truck roll reduction. Here are three real-life use cases that illustrate how Bruviti helps.



USE CASE 1:

improve first-time fix rates for call-center agents

Objective

A leading manufacturer of home appliance equipment aimed to reduce service response times and improve first-time fix rates of service interventions scheduled by contact-center agents.

Challenges

With minimal existing automation and no unified data platform in place to access troubleshooting tips, customer calls took too long and frequently resulted in scheduling an unnecessary service call.

Bruviti solution

A cloud-based, scalable data orchestration platform that provides single-window access to details such as model and serial number, FAQs, known faults database, an NLP-powered chatbot, and a smart search engine optimized for service situations.

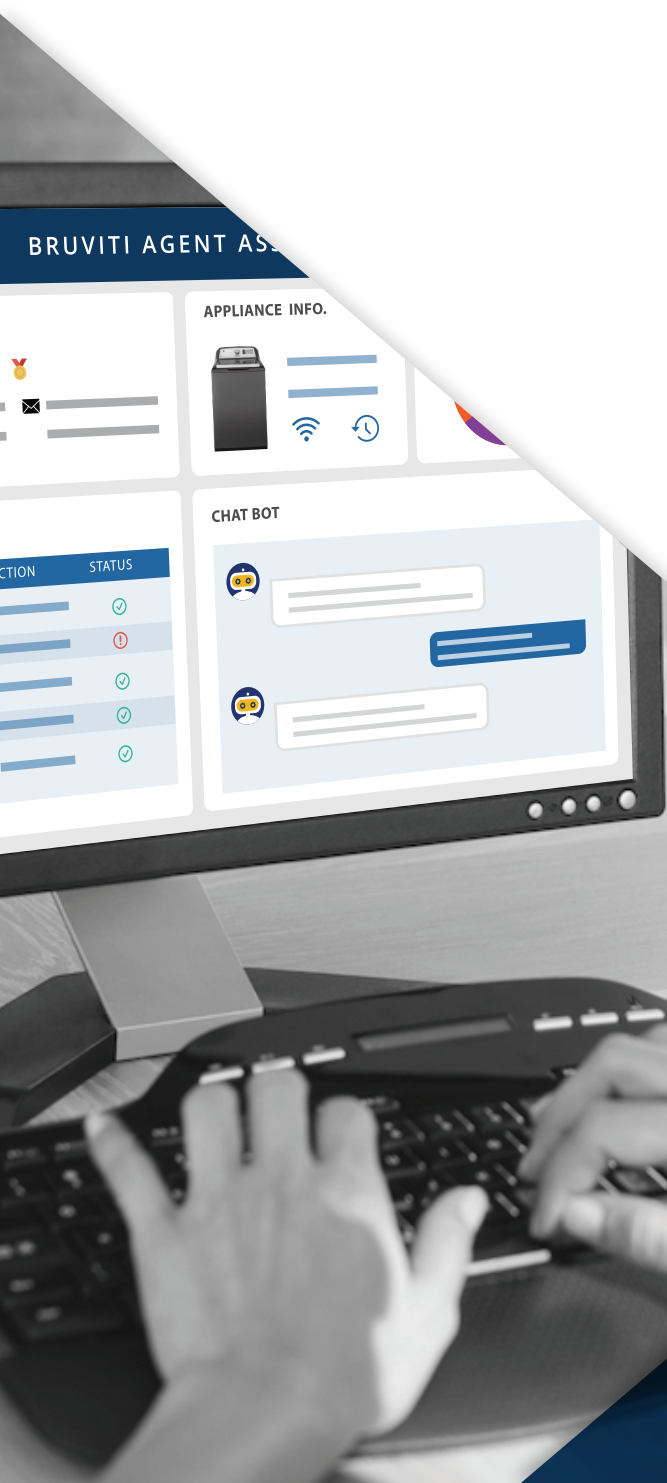
Results



63%
Increase in first-time fix rate



11%
Reduced Truck rolls



Objective

A leading manufacturer wanted to reduce the frequency of repeat truck rolls, which were costing millions of dollars each year.

Challenges

Poor fault diagnostics capabilities resulted in support tickets scheduled and trucks rolled without the right parts to resolve the problem.

Bruviti solution

The Bruviti system uses machine-learning technology to deliver accurate fault diagnostics, predict which part is needed to fix the problem, and opens up a ticket for resolution by the service team. As a result, service technicians now carry the right part for each job and guesswork has been replaced by job-specific service instructions.

Results

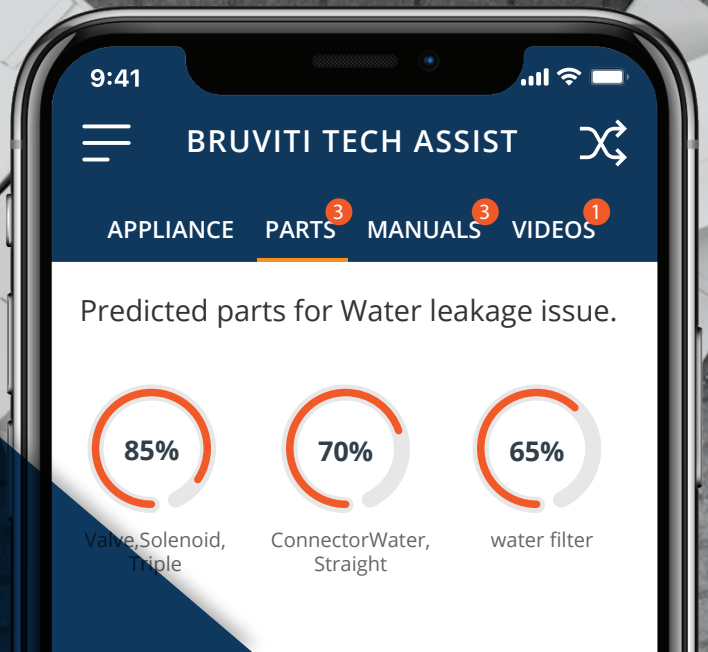


38%

Reduced repeat
Truck rolls

USE CASE 2:

reduce truck rolls
and improve
first-time-fix rate



USE CASE 3:

self-service capabilities for consumers/end users

Objective

A leading appliance manufacturer wanted to reduce time spent by high-value contact center agents resolving low-level technical issues by offering a customer self-service option on the website.

Challenges

A manual diagnostics and triage process resulted in ineffective problem identification.

Bruviti solution

Bruviti analyzed tech-support calls to develop an enhanced, AI-powered self-service chatbot solution for consumers. Accessible on the web and on mobile platforms, the chatbot uses a dynamic decision tree and AI-enabled smart search capabilities. With access to online FAQs and known faults databases, it can assist users with troubleshooting tips to identify and resolve their problems without having to schedule a service call.

Results



3x
Increase in self-service chatbot usage



20%
Calls deflection from the call center

