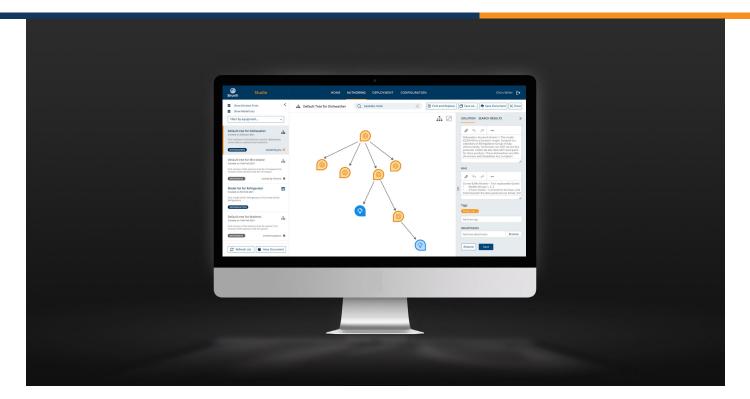# Bruviti Studio — DATASHEET

Bruviti

USE CASE

Equipment manufacturers, Warranty Providers and Servicers are looking to implement Triage solutions for the products they have under Service. Bruviti has tools that allow for the auto-ingestion of documentation and the dynamic creation of decision trees. These trees are fine-tuned based on Subject Matter Experts (SME) knowledge and experience. There is also a need for specific triage for different users, with end customers, call center agents and service technicians requiring different depths of triage.

Challenges

Subject Matter Experts (SME) have extensive multi-year knowledge of specific equipment, but usually lack the AI Skills to be able to impart this knowledge to AI Service Triage Systems.

Bruviti Solution

Bruviti's Studio provides a "No Code" solution that allows the SMEs to edit and create

Decision Trees. In some cases, Bruviti tools will be used to auto create initial Triage decision trees, which SMEs will then fine tune. In some cases where trouble shooting documentation may not be available, SMEs may have to create the initial decision trees from scratch. Bruviti Studio provides capabilities to build and manage decision trees with different level of sophistication for different types of users in the service flow.

Benefits

★ Allows SMEs to create and edit decision trees.

★ Different types of decision tress can be applied to different types of users.

★ Triage support can be added for new versions of product.