# Bruviti Tech Assist DATASHEET

Bruviti

Service organizations face a dual challenge; deliver accurate, fast and better service to their customers while simultaneously reducing costs. A smart and technologically advanced solution which empowers field technicians with the necessary tools to deliver superior customer service is the need of the day.

Bruviti Tech Assist gives frontline technicians an AI-powered diagnostic tool and correct parts provisioning to improve first time fix rates.
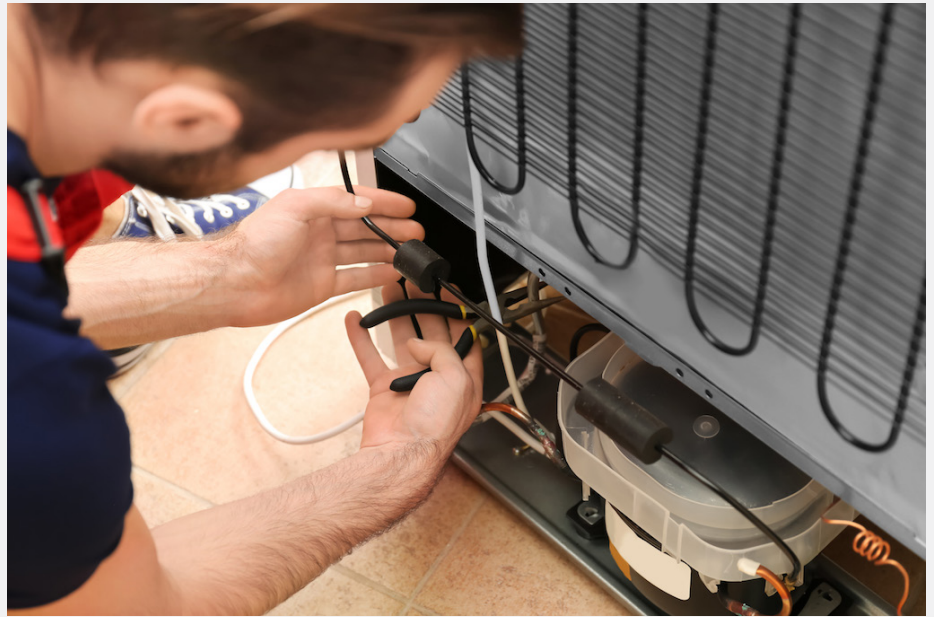
USE CASE

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 As a result, service technicians now carry the right part for each job and guesswork has been replaced by job-specific service instructions.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

Features

- On-site triage
- Knowledge management
- Accessible via mobile and tablets
- Service history and customer information

Benefits

- Parts optimization
- Single call resolution
- Real time updates
- Overview dashboard

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Triage

Hi Oliver, how can I help you today? you can choose an option below or type your query in the text box

Triage an issue   Find product info

Test a component   Lookup a part

File a warranty