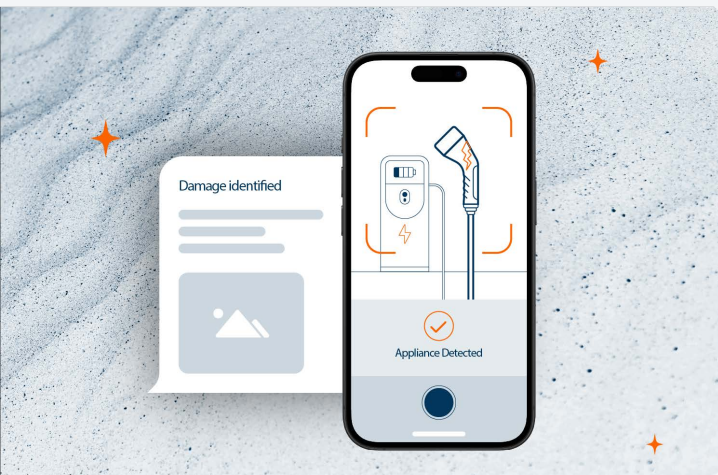


Issue Agent

Detect issues with speed and precision



Issue Agent utilizes computer vision and language recognition to identify equipment models and detect damage. It enables customers and agents to interact with intelligence and accurately pinpoint issues fast.

~70%

Decrease in
MTTR

>30K

Truck rolls
saved

~1.5x

Increase in
CSAT scores

Detect issues intelligently



Reduced need for on-site diagnostics

The Issue Agent empowers customers to detect equipment issues using image and language recognition, minimizing the need for physical inspections and speeding up resolutions.



Reduced troubleshooting time

With advanced visual recognition and real-time data processing, the Issue Agent delivers quick, accurate insights, enhancing service quality and reducing troubleshooting time.



DIY solutions with visual guides

The agent provides easy-to-follow visual guides for simple repairs, enabling customers to resolve issues independently and reduce equipment downtime.



User-level customized support

The agent offers troubleshooting features that tailor the guidance based on the user's level of expertise, ensuring quick and effective problem resolution.

Real-time issue detection with image and language recognition



Real-time image and language recognition

Detects defects and interprets customer descriptions with natural language processing (NLP).



Focused image analysis

The Issue Agent zeroes in on relevant equipment, ignoring background noise and unrelated objects.



Contextual data integration

The system merges image analysis with documentation to link visual data with historical solutions, improving defect detection understanding.



Adaptive learning

Continuously updates its models and integrates data from connected systems and past repairs to ensure reliable issue classification and validation.

Deploy AI you can trust, scale & seamlessly integrate



Supervision

Our AI agents operate in defined guardrails with continuous monitoring for all interactions



Secure integration

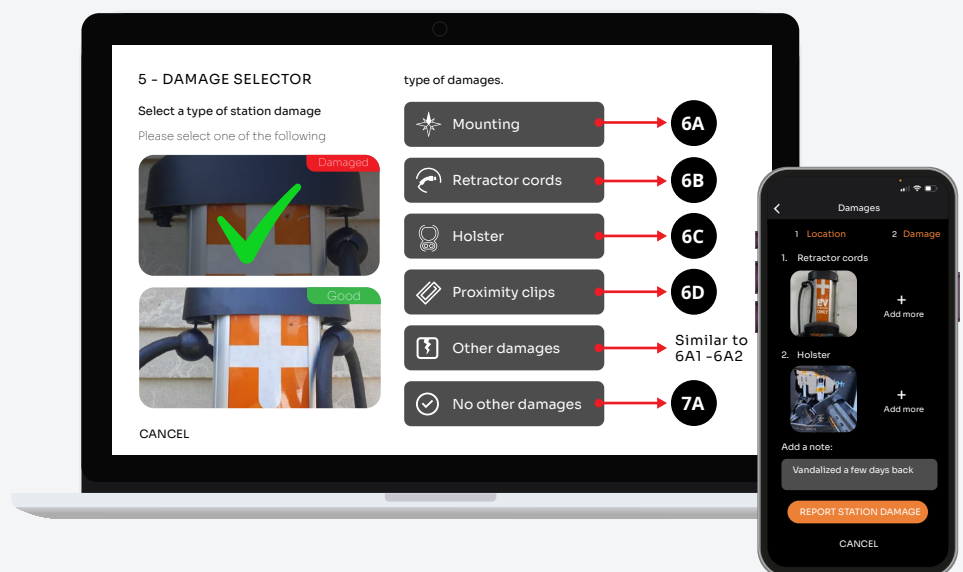
Our platform integrates in your environment, ensuring compliance with your security policies



Data governance

We solely use your data for your AI solutions and never to train external models

Integrations



bruviti.com / info@bruviti.com

Cognitive AI agents for service resolution

Automatically recognize, diagnose, and resolve issues to streamline your service processes. Enhance customer experience with intelligent interactions.