# Bruviti

# Parts Agent

Right part, right place, right time

Ensures precise parts prediction
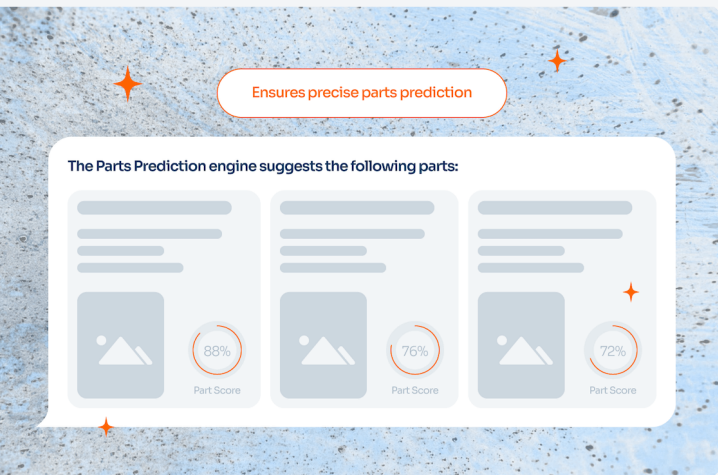
The Parts Prediction engine suggests the following parts:

88% Part Score

76% Part Score

72% Part Score

Parts Agent automatically identifies the necessary parts for repairs based on the reported issue using specialized predictive algorithms. It manages the distribution to the point of repair and provides step-by-step installation guidance.

| ~10% | >30K | ~1.3x |
|---|---|---|
| Decrease in MTTR | Truck rolls saved | Increase in CSAT scores |

## Maximize first-time fix rates with accurate parts prediction

### Increased first-time fix rate (FTFR)

Ensuring the right parts, at the right time, with the right technician allows service calls to be resolved on the first visit, boosting first-time fix rates.

### Improved customer satisfaction (CSAT)

Speeds up issue resolution and boosts accuracy, leading to fewer service disruptions and higher customer satisfaction scores.

### Enhanced technician efficiency

For each service issue, the Parts Agent matches technicians based on their domain expertise and skill level, minimizing unnecessary truck rolls and ensuring efficient and accurate resolutions.

### Reduced truck rolls

By having accurate parts available, technicians are well-prepared to reduce errors and resolve service issues efficiently, leading to fewer truck rolls and cost savings for the service organization.

# Resolve issues faster, the first time

### Parts prediction model
Trained on diverse service data to ensure accurate prediction of parts for unique service environments.

### Inventory database lookup
Checks inventory before visits, promptly obtains backordered parts to prevent delays.

### Automated shipping order generation
The AI agent generates shipping orders to ensure speedy delivery of parts, reducing repair delays and improving customer satisfaction.

### Multi-channel communication
The system accommodates customer preferences by offering text, voice, and email communication channels to support existing workflows.

# Deploy AI you can trust, scale & seamlessly integrate

### Supervision
Our AI agents operate in defined guardrails with continuous monitoring for all interactions
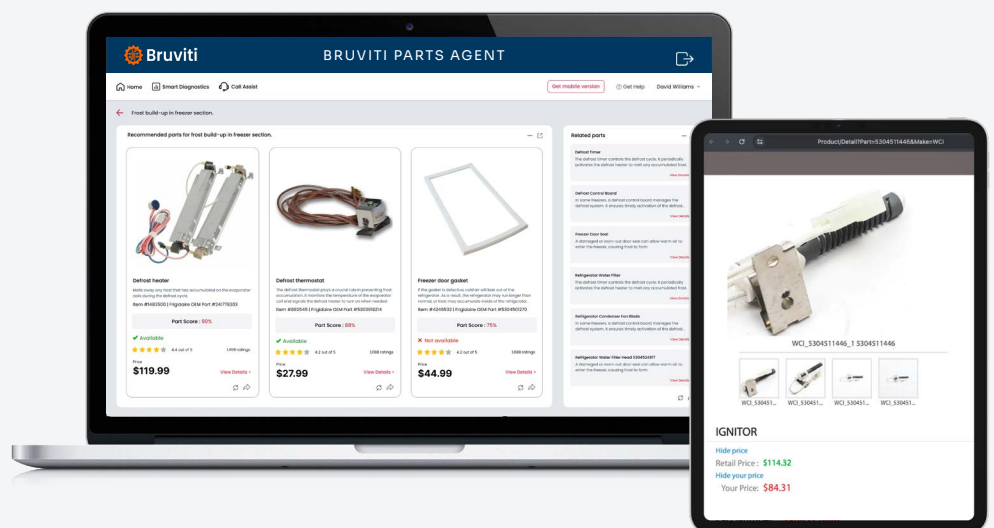
### Secure integration
Our platform integrates in your environment, ensuring compliance with your security policies

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

# Integrations

SAP

Microsoft

salesforce

IFS

GENESYS

servicenow

aws

NICE



# Bruviti

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.