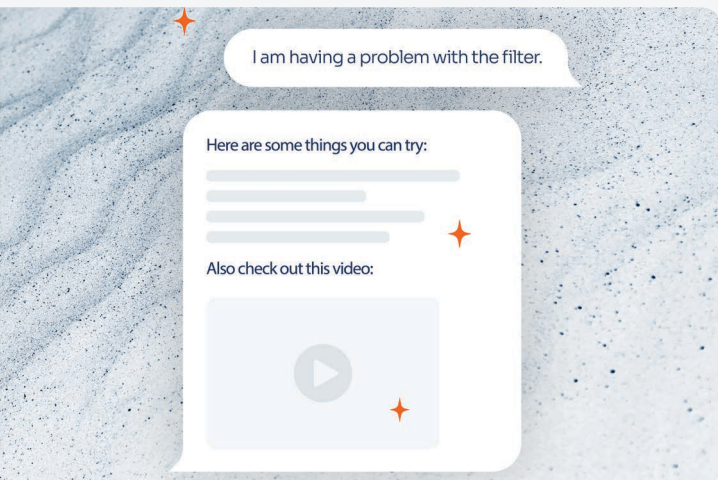


# Triage Agent

Automate troubleshooting and resolution paths



Triage Agent employs advanced NLP to automate the analysis of patterns, previous incidents, real-time data, and institutional knowledge. It provides guided troubleshooting to enable accurate issue diagnosis and determination of triage paths for resolution.

**~35%**

Reduction in  
call volume

**~16%**

Increase in first  
call resolution

**~12.5%**

Decrease in  
AHT

## Enhance productivity and efficiency with swift, accurate diagnostics



### Accelerated and accurate decision-making

The Triage Agent quickly diagnoses issues and prescribes the best course of action using machine learning models trained on a vast dataset of repairs, streamlining decision-making.



### Decreased average handle time (AHT)

The automated diagnostic process and immediate responses ensure rapid issue resolution, lowering the average time spent on customer interactions.



### Enhanced customer satisfaction (CSAT) Scores

Providing immediate, intelligent, and user-friendly responses significantly boosts customer satisfaction.



### Increased first-call resolution rate

By providing current info and step-by-step guidance, the Triage Agent boosts first-call resolution, ensuring quick service issue resolution.

# Elevate resolution rates with hyper-smart troubleshooting



## Guided troubleshooting

The chat interface is intuitive, able to diagnose issues expertly by adjusting response complexity based on user expertise.



## Automated diagnostic process with issue ranking

The system pinpoints equipment issues by analyzing data patterns, past incidents, and real-time data to prioritize resolutions based on recent and frequent warranty claims.



## Integrated documentation

During troubleshooting, relevant sections from manuals, FAQs, and service records are provided for easy access to necessary information.



## Adaptive decision flows

Troubleshooting decision flows adapt with new data and patterns to provide current and effective guidance.

## Deploy AI you can trust, scale & seamlessly integrate



### Supervision

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



### Secure integration

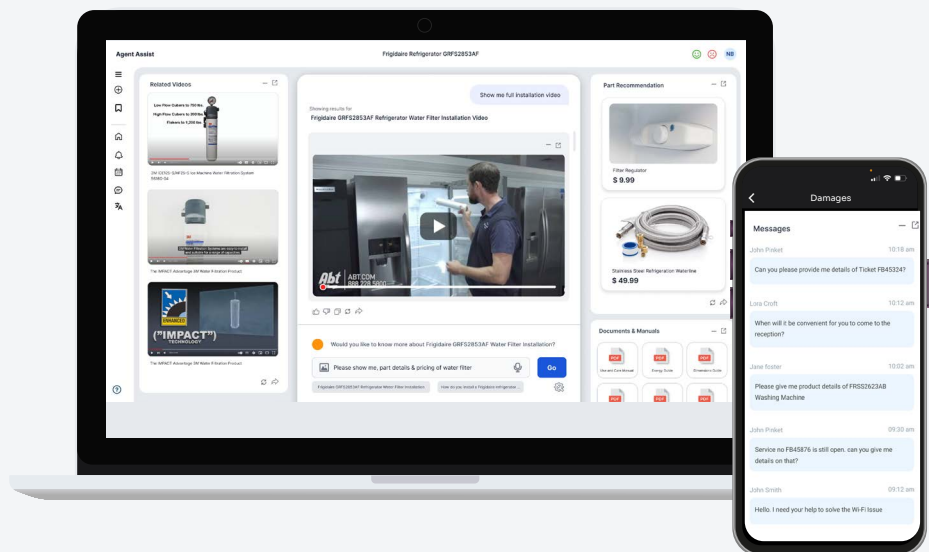
Our platform integrates in your environment, ensuring compliance with your security policies



### 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.