Neuron7

How AI Transforms Field Service

AI-powered resolution intelligence empowers technicians to accurately diagnose & resolve issues in seconds.

AI Helps Field Service Technicians Diagnose & Resolve Issues

Artificial intelligence (AI) is key to digital transformation across industries, allowing organizations to generate insight from data that improves business processes and outcomes. Recent advancements in AI and its ability to make companies more efficient make AI a must-have heading into 2023.

AI is particularly good at analyzing vast amounts of complex data. In one of the most promising applications for field service, AI analyzes data related to *how* to repair complex equipment, machines, and devices to generate resolution intelligence that helps technicians diagnose and resolve issues.

What is Resolution Intelligence?
How AI Addresses Product & Data Complexity
Guided Step-by-Step Resolutions
Capture Expert Knowledge
Onboard New Technicians Faster
Increase First Time Fix Rate
Stop Throwing Parts at Problems
Reduce Costs Without Reducing Headcount

In 2023, companies need to drive productivity with AI to stay ahead, according to Gartner

What is Resolution Intelligence?

Resolution Intelligence refers to data-driven insight that helps service organizations resolve issues quickly (and more profitably).

Neuron7 generates resolution intelligence by analyzing product manuals, past cases, knowledge base articles, technician notes, and any other data about how issues are solved for products in your organization.

This collective knowledge creates a "resolution system of record" that diagnoses issues and predicts the best way to solve them.

When a service issue is reported, field service technicians access Neuron7 within their existing workflow and enter a description of the problem in their own words. Neuron7 immediately connects the dots to pinpoint the problem and the best way to solve it based on all available data.

How AI Addresses Product & Data Complexity

Many field service teams operate in complex environments that make it difficult to provide effective and efficient service. You may have:

- Highly technical devices, machines, and equipment
- Products with combinations of software, hardware, and firmware
- Thousands of products with millions of potential issues
- A global, multilingual service organization
- Products with multiple, co-occuring issues

The information that technicians need to effectively troubleshoot problems is typically spread across silos in a variety of formats:

- Product manuals
- Knowledge base articles (with version control issues)
- Past case data
- Technician notes
- Engineering tickets
- Cheat sheets

How do you pull knowledge out of all of these repositories and make it useful? Neuron7's AI works at scale to analyze data from any source—structured or unstructured—to generate resolution intelligence, available anywhere:
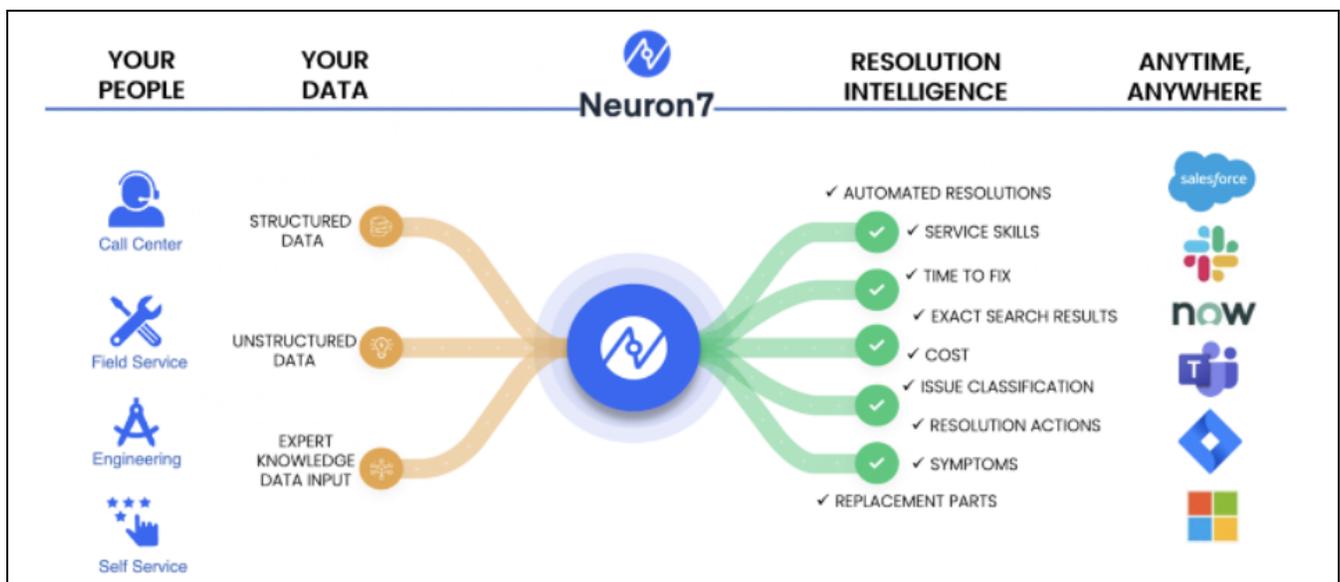
Guided Step-by-Step Resolutions

By analyzing your data, Neuron7's AI accurately predicts the root cause of issues and guides field service technicians through the optimum path to resolution. Technicians simply type in a description of an error or malfunction in their own words to immediately see recommended actions and step-by-step resolution guidance.

Neuron7 integrates with any CRM or other service tool, giving technicians the information they need within their existing workflow.

Capture Expert Knowledge

AI processes vast amounts of service data to generate resolution intelligence, but humans need control for AI to work effectively within a service organization.

Neuron7 built its AI solutions with this in mind, including an elegant governance model that allows users to curate, override, and augment predictions.

Neuron7 learns from explicit and implicit actions as service teams use it. When technicians or engineers agree with Neuron7's recommended actions, they simply follow step-by-step guidance and close the case. But If they have new information or believe that another path is the best course of action, they can add their preferred resolution to Neuron7 and the AI continually learns.

Empower Field Service Teams

Step-by-Step Resolutions

Capture Expert Knowledge

Easily Find Information

This unique approach allows organizations to capture expert knowledge and automatically incorporate it into Neuron7's resolution intelligence.

With many experienced field service technicians set to retire in the next few years, capturing expertise and making it shareable is a top priority for forward thinking service leaders.

Onboard New Technicians Faster

With resolution intelligence, onboarding is a breeze. New technicians gain access to the latest knowledge about how issues are solved on day one.

AI-powered diagnostics and step-by-step resolution guidance take the guesswork out of troubleshooting and empower new technicians to perform like experts, even if they have no prior experience working on a specific type of machine, device, or equipment.

Neuron7

NEW AGENTS DIAGNOSED DEVICE ISSUES *FASTER* THAN EXPERTS

Experienced Agents without Neuron7
85 MINUTES

New Agents with Neuron7
43 MINUTES

Source: Neuron7 customer, January 2022

Increase First Time Fix Rate

Resolution intelligence gives field service technicians the information they need at their fingertips. Instead of digging through documents in disparate systems or phoning a friend, AI helps technicians fix issues the first time, without leaving their existing service tool to find additional information.

Stop Throwing Parts at Problems

Without resolution intelligence, field service technicians may default to part replacement—or "shotgunning" parts. In a high pressure situation where uptime is critical, replacing parts may be the quickest way to solve the problem without insight to identify a more cost-effective, sustainable path.

This approach leads to unnecessary costs when a simple fix might resolve the issue. Why buy a $5,000 replacement part and wait 6 weeks for delivery when

a simple firmware update would have done the trick? This approach is inefficient in the best of times, which is exacerbated by ongoing supply chain challenges.

Reduce Costs Without Reducing Headcount

There is no better time to bring the power of AI to your service organization. Five major challenges are converging in 2023 that demand urgent action:

1. Ongoing talent shortage
2. Baby boomers retiring (and often early)
3. Economic uncertainty and hiring freezes

2023 is the year of AI. Leading field service organizations are using artificial intelligence to boost efficiency in a challenging economic and service environment.

Service leaders are under pressure to improve customer satisfaction while reducing costs. Neuron7 lets you do both, by empowering field service technicians to be more effective and efficient.

Get started on your AI journey today. Learn more at www.neuron7.ai and get in touch at info@neuron7.ai

"Neuron7 helps service desk and field service achieve important metrics–increased first call resolutions and reduced average call handle times–and gives junior reps the ability to perform at the level of experts."

Ricardo Gonzalez, SVP, Softtek

Check out customer stories and learn how
Neuron7 transforms field service organizations across industries.