

According to McKinsey & Company, over 80% of a support agent's workload for B2B and smart B2C products is spent handling complex issues. Existing AI-based tools, such as chatbots and knowledge bases are designed to address the simple cases that make up only 20% of the workload.

Benefits

Your Customers:

- Solve complex issues faster and more accurately
- Zero wait time
- Improve user experience
- Improve product experience
- No questions asked
- Fully integrated - don't have to search for support
- Reduce downtime and frustration
- Non-invasive
- Multi-lingual - 99 languages supported
- Secure

RevTwo Autonomous Support Platform

Challenge

What if your customers could solve their most challenging problems without your help? What if your newest technicians could solve your customer's most challenging issues with the experience of a 20-year veteran? What if you never had to solve the same problem twice?

Accomplishing these objectives has one thing in common - **expertise**.

Today, manufacturers of complex B2B products are faced with a daunting challenge - how to successfully disseminate expertise across a wide range of people in an environment where the most experienced and knowledgeable employees are nearing retirement age.

The RevTwo Autonomous Support Solution

RevTwo is the world's first Autonomous Support platform designed to **solve complex customer issues**. Our patent-pending product uses **AI** and live product data, directly from **the source** of the customer issue, to diagnose and fix problems **without human intervention**. For the first time, your customers will be able to **self-service** complex problems without call center support and achieve the same diagnostic accuracy as they would with a fully-trained technician.

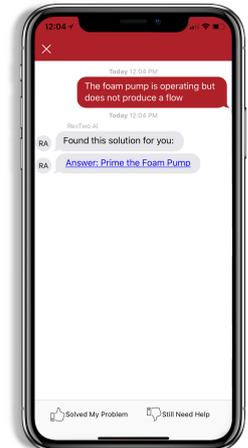
With each customer interaction, the AI gets smarter and will quickly become as fast and as accurate your best agent. RevTwo **easily integrates** with your existing support systems and upskills your agents so they can quickly provide the best answer. RevTwo delivers a complete support solution that reduces ticket flow, improves operational efficiency, and enhances your customer's product experience.



Post a question from your app or product to the AI



RevTwo AI collects data and performs analysis



RevTwo AI automatically sends the user a fix

Benefits

Your Company:

- Solve complex issues to improve CX
- Faster and more accurate resolutions that significantly lower operational costs
- Capture organizational know-how
- Remote access not required
- Secure

Field Service:

- Reduce ticket flow
- Improve first-time repair rate
- Speed up the diagnostic process of all your products
- Provide your support and service personnel with pre-triaged cases
- AI provides non-invasive analysis that reduces truck rolls

Call Center:

- Reduce ticket flow
- Upskill support team
- Deskill agents – allow less experienced agents to be productive

Compatible With:

- IoT platforms like Microsoft Azure, AWS, Google, and ThingWorx
- Call center, CRM and field service platforms like ServiceNow, ServiceMax, Microsoft Dynamics, and Salesforce

As Accurate as Your Best Technician

RevTwo solves customer issues the same way your best technicians would. We use **live product data** collected directly from the product itself or indirectly via a mobile app, IoT cloud, or other sources to create an **issue fingerprint**. RevTwo AI uses this issue fingerprint to quickly identify the **one right solution**. The RevTwo AI is self-training and quickly reaches expert level, which enables self-help experiences and assisted agent workflows that dramatically improve upon traditional methods.

Automatically Fix Customer Issues

RevTwo not only identifies the solution to your customer's issues but our **Active Solutions** can **apply required changes**. Active Solutions walk customers through complex repair scenarios or even fix underlying configuration or system issues.

No Data-Scientist Required

The RevTwo AI is constantly improving. It incorporates feedback from agents and customers alike so **RevTwo models are continuously updated**. RevTwo uses a **proprietary algorithm** to automatically condition data and prepare it for model generation. When new solutions are identified, RevTwo's built-in **Training Center** allows your team to retroactively train the system using past events so in the future the issue can be identified and solved by the AI.

Self-Help That's Right for Your Product

RevTwo is flexible and **provides a family of self-help experiences** regardless of how your customers interact with your product. RevTwo offers in-product, near-product, and over the web communication.



RevTwo can be integrated directly into your product for a seamless experience



RevTwo can communicate with your product from a mobile or companion app for an augmented workflow



Access the AI from your web portal so your customers can find support anywhere

Advanced Troubleshooting

The **RevTwo Escalation Center** provides the troubleshooting tools your agents require to **identify solutions to issues the AI hasn't yet encountered**. The Escalation Center includes tools like rich chat, VoIP, remote diagnostics like screen sharing, and ticket management to diagnose and troubleshoot these new issues.