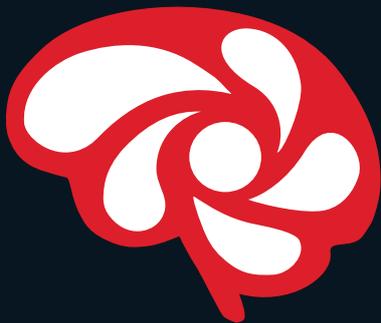
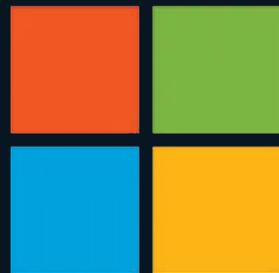


# RevTwo and Microsoft Joint Value Proposition Diagrams



REVTWO



Microsoft

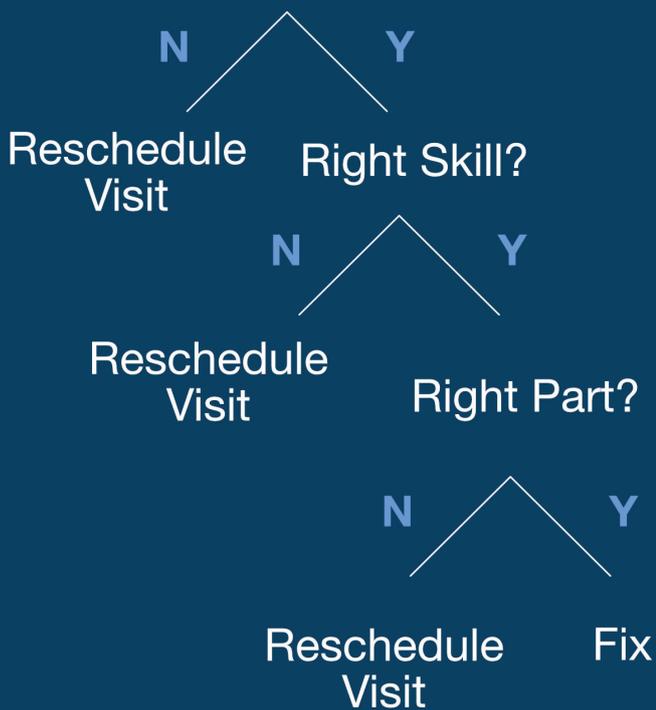
# Today



## Work Order

Blind  
Dispatch

## Diagnose



## Work Order

Diagnose  
Parts ID  
Skills ID

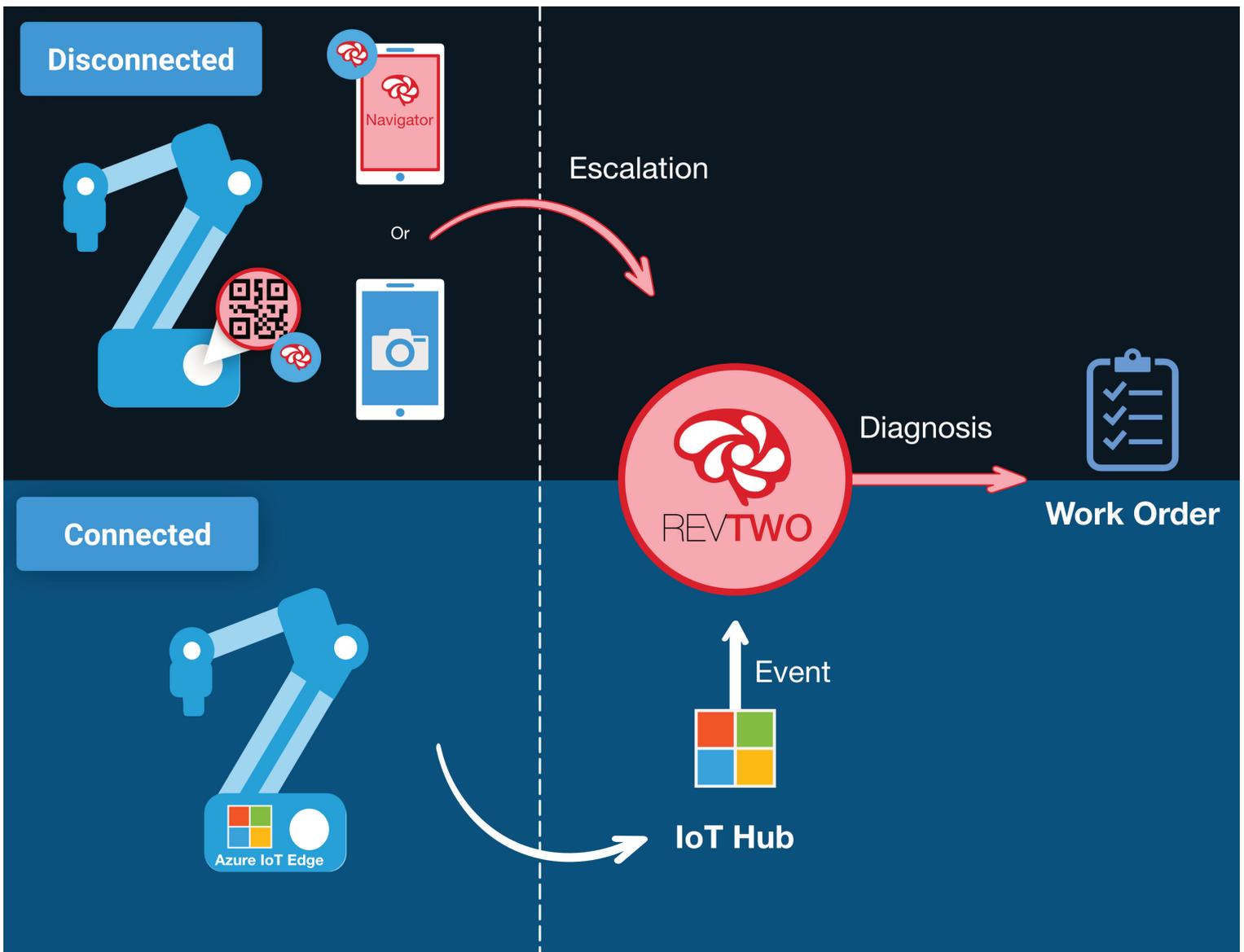
Dispatch

Guided Fix  
and  
Diagnosis

### Benefits:

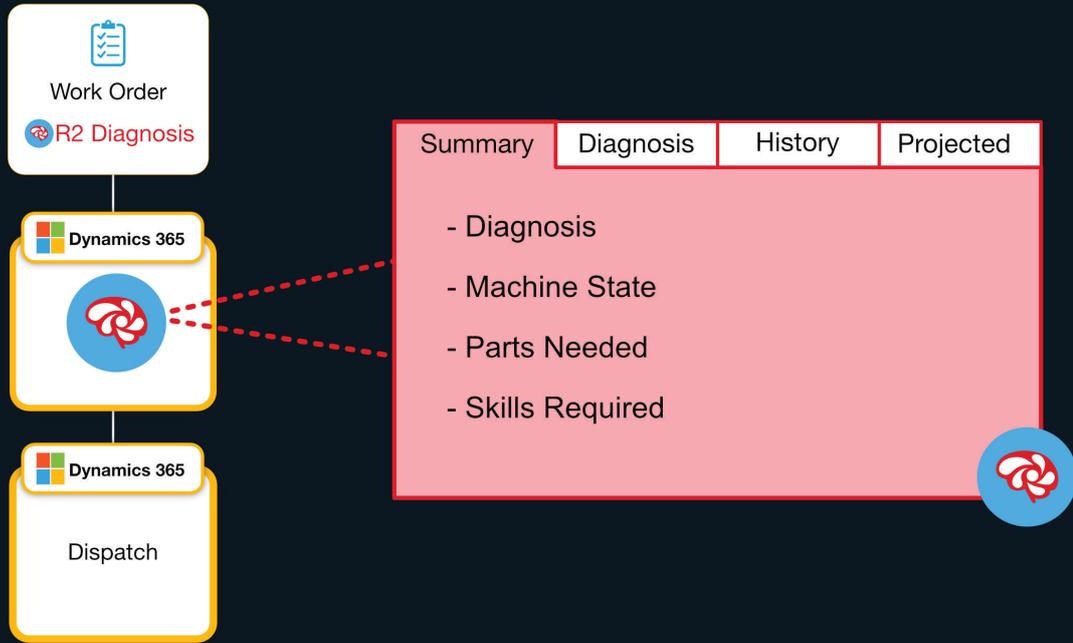
- Increase first time right repair
- Increase number of resources that can fix an issue
- Fix faster
- Increase customer satisfaction

RevTwo combines self-learning AI with user interactions to dramatically reduce support and service troubleshooting time for technical issues. Users are guided through a series of steps that gather observations and then Navigator recommends actions to efficiently diagnose and repair equipment. With each interaction, the system gets smarter enabling users to be as fast and as accurate as your best agent or technician.

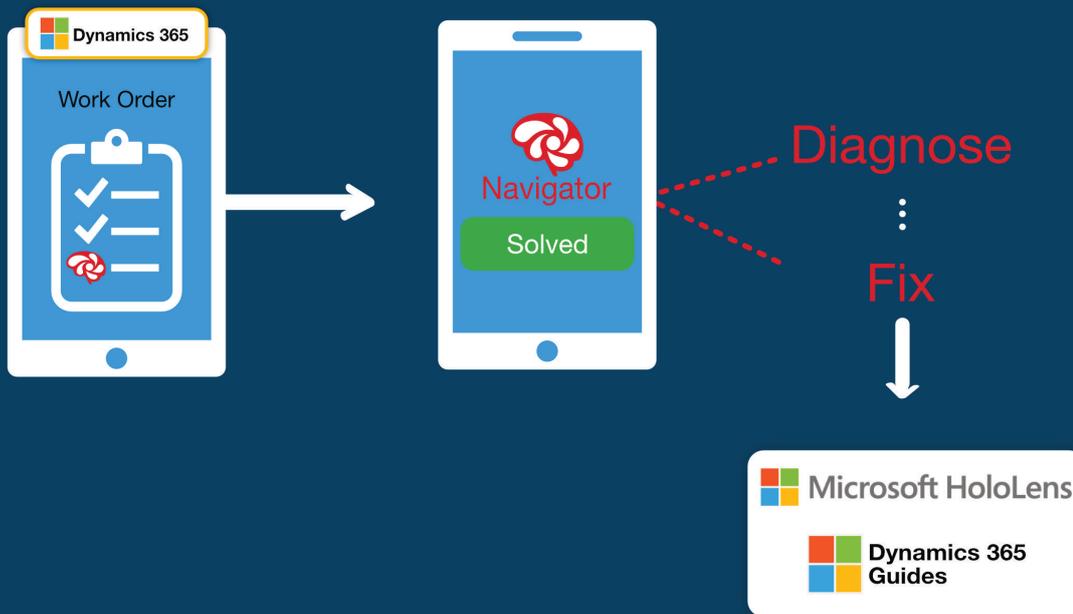


Technical issues require context which requires data. RevTwo has many ways to collect data from the product whether it is connected or disconnected. Some examples of these techniques include Human Observations, Pictures, QR codes or integration with IoT Hub.

# Field Service Management



# Field Service Technician



The integration of RevTwo and Dynamics 365 allow you to: solve issues faster and earlier in the support-chain, capture organization know-how, up-skill your customer service employees, gain product insight and empower the end customer to perform more self-service.

RevTwo Navigator is seamlessly integrated into the Dynamics 365 workspace so your call center can start a diagnosis or collaborate with an existing one started by a customer. RevTwo Navigator automatically populates the Dynamics 365 Work Order with the diagnosis, required parts and needed skills to perform the work order.

In the field, RevTwo works with the Dynamics 365 mobile app so the Field Service tech can quickly fix the technical issue based on RevTwo's diagnosis and recommended steps. RevTwo is currently being integrated into Microsoft's Mixed Reality products.