



# RevTwo + Microsoft Partnership



David Canavan, VP Business Development  
[david@revtwo.com](mailto:david@revtwo.com)



---

# Vision

Empower service employees and customer to fix problems faster

---

# Mission

Put the power of AI in the hands of non data scientists

# What is RevTwo?

**RevTwo Navigator** is a cloud service that customers, call centers, field service management and technicians use to **diagnose and fix problems**. At the heart of Navigator is its patent-pending Operational AI Engine.

The Navigator AI Engine **captures the know-how** of your organization's experts and the aggregate wisdom of its users and makes it **available to everyone** in your entire support-chain through simple to use step-by-step guidance.

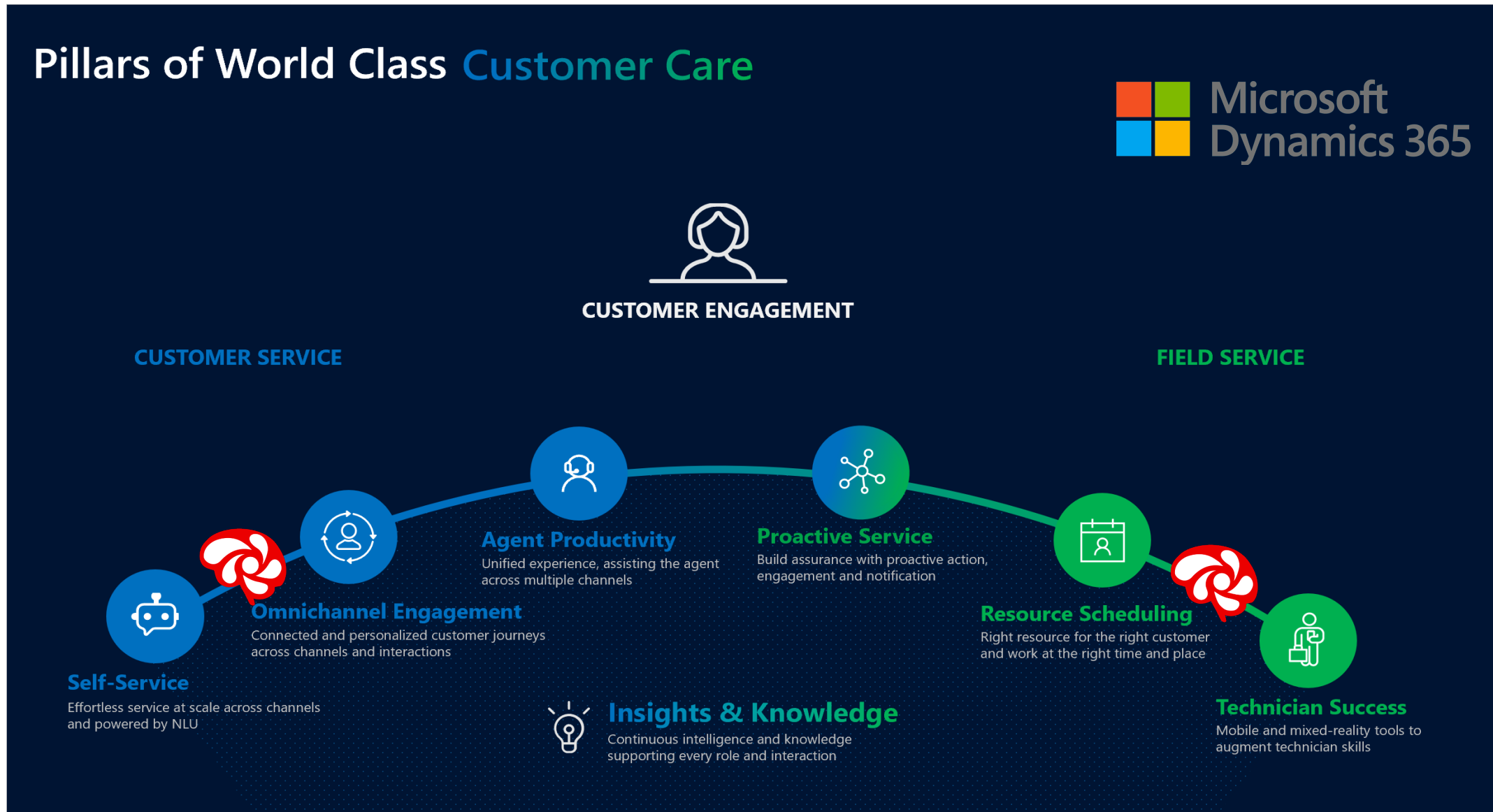
# RevTwo complements D365 Customer Engagement

## For Self-Service:

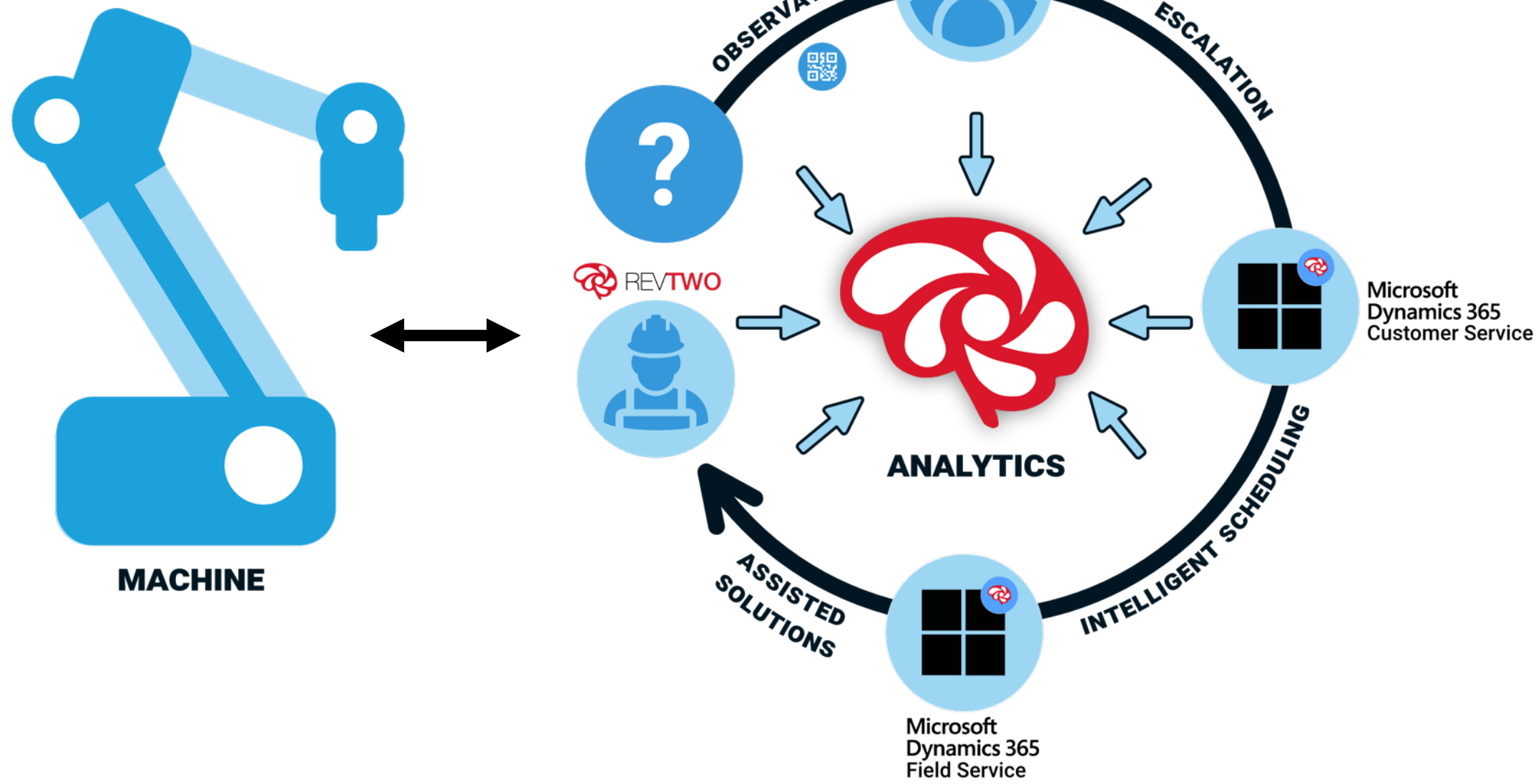
Adds guided diagnosis and fix to Chatbot and Remote Assist

## For FSM:

Adds Parts Listing, Skills Match, AI based diagnosis and Fix



# Joint Support Chain



# Target Personas and Their Challenges



## Customer Self Service

- Wasted time spent waiting to talk to a support person
- Downtime or poor output impacts productivity
- Operator may not have the skillset to accurately communicate the issue to support



## Call Center

- Call center agents use valuable time trying to understand the status of the device
- Valuable time spent finding support documents or device history
- Calls are escalated when they don't have to be



## Field Service

- Experienced FSEs are retiring, taking years of knowledge with them
- Pandemics – Covid-19
- Different FSEs fix the same problem different ways
- Parts are needlessly replaced
- High % of second visits

# Integrated into Dynamics 365 Customer Engagement

The screenshot displays the Microsoft Dynamics 365 Customer Engagement interface. The top navigation bar shows the path: Dynamics 365 > Customer Service Hub > Service > Cases > Need service feature question. The main content area is divided into two tabs: 'GENERAL INFORMATION' and 'DIAGNOSE'.

**GENERAL INFORMATION**

- Case Title: Need service feature question
- Case Number: CAS-01232-S7L0X4
- Subject: Query
- Customer: Fourth Coffee
- Origin: Email
- Product: SV Keyboard E10
- Entitlement: ---
- Description: ---

**DIAGNOSE**








Step 1: Select the **Menu** from the upper right corner of the printer's touch screen.

The image shows a printer's touch screen interface with two sections: Onyx 141 cc (29°C) and Carbon Fiber 109 cc (30°C). A green checkmark indicates 'Ready to Print'.

Step 2: Select the **"Utilities"** tile from the available options.

Diagnose issues from your call center, handle field escalations, utilize data from IoT Hub, optimize field service utilization and parts management all from within Microsoft Dynamics 365.

# RevTwo Enhances D 365 Customer Engagement

	Dynamics 365	+ RevTwo	Key Benefits
- AI provides Intelligent, guided diagnosis	MS D365 CS		Allows more customer self-service Populates work order with case information
- Provides diagnosis and likely fix	MS D365 CS		Decrease time to fix and first time fix rate
- Capture your best technicians know how, real-time	MS D365 CS/FS		Aging workforce Upskills Junior techs
- Parts Matching	MS D365 FS		Increase first time right repair Reduce site visit time
- Skills Matching	MS D365 FS		Fix faster
- Uses product info, readings, logs, etc.	MS D365 CS/FS		Faster ticket resolution, better escalation details
- Complementary to other MS techs.	MS D365 CS/FS		Azure IoT Hub, AR – HoloLens/Guides
<b>VALUE</b> Dramatically reduce support and service resolution time for complex issues		<b>&gt;40%</b>	



# Starting the RevTwo / D365 Conversation

Q. What does your organization do when your 20-year expert retires?

Q. How are you dealing with FS social distancing amid the Covid-19 event?

Q. How are you capturing the expertise from your best/most experienced technicians?

Q. Are your call center agents escalating problems that can be easily diagnosed and handled during the first customer contact?

Q. How are you enabling your customers to do more self-service?

Q. Are your Level 1 and Level 2 agents overwhelmed or unproductive at solving complex issues?

Q. Are call center agents always calling engineering to help?

Q. Are you relying on chatbots to provide self service support for customers?

# Value Impact for Microsoft Sellers

Co-Sell Ready

Improve Customer Retention and  
Competitive Differentiation

Add On RevTwo License Revenue

ISV Connect Partner  
AppSource Listing



**Thank You!**

