

# AI-Generated Resolution Intelligence for complex service

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# Why is Service So Challenging?

Complexity



**1000s**

of product models,  
potential malfunctions,  
and resolutions

Turnover



**45%**

turnover in customer  
service, 1.3x more than  
other teams

Data Silos



**400**

average # of data sources  
at enterprise organizations

# Neuron7 makes it possible to:



## Analyze service data from any source

Create resolution intelligence based on data about how issues are solved in your organization



## Diagnose & resolve service issues in seconds

Use resolution intelligence to accurately diagnose & resolve issues in your existing workflow



## Capture knowledge continually

Improve resolution intelligence by capturing knowledge as your teams use Neuron7

# Analyze service data from any source



## Data silos

Knowledge about how issues are solved in an organization is typically not captured or used



## Structured and unstructured data

Neuron7 analyzes product manuals, knowledge base articles, past cases, technician notes, IoT data, or any other data



## Understands your service language

When an issue arises, Neuron7 accurately diagnoses it and provides resolution steps

# Diagnose & resolve issues in seconds



## Accurate triage & routing

Neuron7 identifies an issue and predicts resolution steps, parts & skills needed, and time to fix



## One accurate answer

N7 Intelligent Search gives the exact answer (not a list of links) and links to the exact page in a document for more context



## Guided step-by-step resolutions

N7 Intelligent Diagnostics recommends actions to resolve complex service issues, step-by-step

# Capture expert knowledge



**Unlock existing data** Neuron7 can leverage the data you already have, at scale



**Your experts curate AI predictions** Your subject matter experts easily curate Neuron7's predictions, capturing their knowledge



**Continually learns as you use it** As your service teams use it, Neuron7 learns as they accept recommendations or add new resolutions

# Modular AI Solutions for Service Use Cases

## N7 Intelligent Diagnostics

Resolve issues for equipment, devices and technical products with complex issues

- Accurate diagnosis
- Step-by-step guided resolutions
- Expert knowledge capture

## N7 Intelligent Search

Search for service that points to the exact answer and exact page in a knowledge base article

- Understands your service language
- Identify gaps in knowledge base
- Get the exact answer, not a list of links

## N7 Service Predictions

Predict symptom codes, resolution steps, parts, cost, and time to fix

- Triage & route issues in 3 seconds
- Accuracy improves over time
- Improves call center efficiency

## Generative AI Suite

**ResolutionGPT** - accurate, conversational resolutions to complex issues in any service portal or chat application

- Brings together Neuron7's resolution accuracy with generative AI
- Works across languages

# Create a Smart Resolution Repository with Neuron7

YOUR  
PEOPLE

YOUR  
DATA



Neuron7.ai

RESOLUTION  
INTELLIGENCE

ANYTIME,  
ANYWHERE

- Customers
- Agents
- Technical Support
- Field Service
- Engineering

STRUCTURED  
DATA



UNSTRUCTURED  
DATA



EXPERT  
KNOWLEDGE  
DATA INPUT



ISSUE TYPE



OPTIMAL ROUTING:  
SOFTWARE VS. HARDWARE



RESOLUTION STEPS



INCOMING CASES MAPPED TO  
BUG FIXES



NEW ISSUES & ALERTS BY  
PRODUCT MODEL





BETTER, FASTER, SMARTER

# Change the game with 90%+ accuracy

## Before

KB articles get stale over time

Service teams need to piece together resolutions

Can't find info with keyword-based search

Significant overhead to create KB's, manuals

Parts wastage and postmortem reporting

Long, inconsistent, unpredictable resolutions

Frequent escalations to engineering

## After Neuron7

Smart resolution repository that continually updates

Turn-by-turn resolution path for every issue

Accurate intelligent search, one right answer










Capture expert and user knowledge, at scale

Reduced parts wastage

Consistent resolutions & reduced resolution times

“Shift left” and enable self-service

# Neuron7 Provides a Single AI Platform Across Service Tiers

 <b>Abbott</b>	Medical Device Manufacturer	Neuron7 improves resolution accuracy and reduces parts wastage.
 <b>AMD</b>	Industrial Chip Designer	Neuron7 automatically resolves IT service issues within a chatbot.
 <b>BURROUGHS</b>	Payment Technology Management	Neuron7 improves onboarding & field service delivery for a rapidly growing team.
 <b>ciena</b>	Telecom & Networking Equipment	Neuron7 guides call center agents and deflects calls for frequently occurring issues.
 <b>KEYSIGHT</b>	Test & Measurement Equipment	Neuron7 increases uptime, captures knowledge and accurately predicts parts.
 <b>NCR</b>	Software, Hardware & Service Provider	Neuron7 helps engineers find answers & parts from 45,000 knowledge base articles.
 <b>PARKVIEW HEALTH</b>	Hospitals & Healthcare Facilities	Neuron7 helps agents find the right policies and procedures to assist patients.
 <b>Softtek</b>	IT & Business Process Solution Provider	Neuron7 helps the service desk troubleshoot issues and reduce call handle time.
 <b>swisslog healthcare</b>	Healthcare Transport Automation	Neuron7 helps field service technicians easily find information to fix issues.

# Neuron7 Delivers ROI & Gets Rave Reviews

**\$5m**

Annual cost savings

**12%**

Faster onboarding



G2 user reviews



Microsoft Azure Marketplace

**17x**

Average ROI

**10%**

Increased call deflection

“The beauty of Neuron7 is that Instead of 3 hours of troubleshooting, the technician has the answer in 3 seconds.”

-VP of Customer Care, Swisslog Healthcare

**90%+**

Accuracy

**10%**

Faster call handle time

“Neuron7 brings the power of AI to our support desk and field service to increase first call resolutions, reduce call handle times, and give junior reps the ability to perform at the level of top experts.”

-SVP of Service, Softtek

**3 seconds**

to find one right answer

**9%**

Increased first call resolution



**THANK YOU**

Neuron7 AI-Powered  
Resolution Intelligence

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