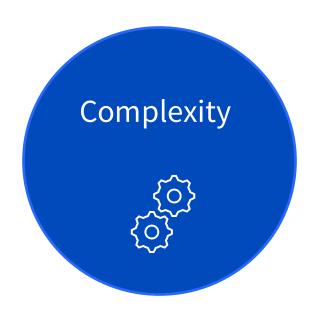


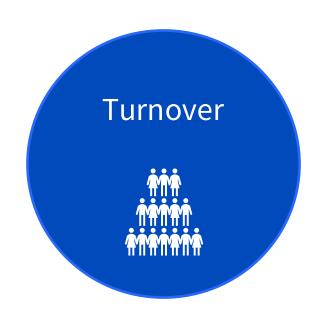
# Al-Generated Resolution Intelligence for complex service

# Why is Service So Challenging?



1000s

of product models, potential malfunctions, and resolutions



45%

turnover in customer service, 1.3x more than other teams



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 **Al predictions** 

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



you use it

**Continually learns as** 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 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

#### 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

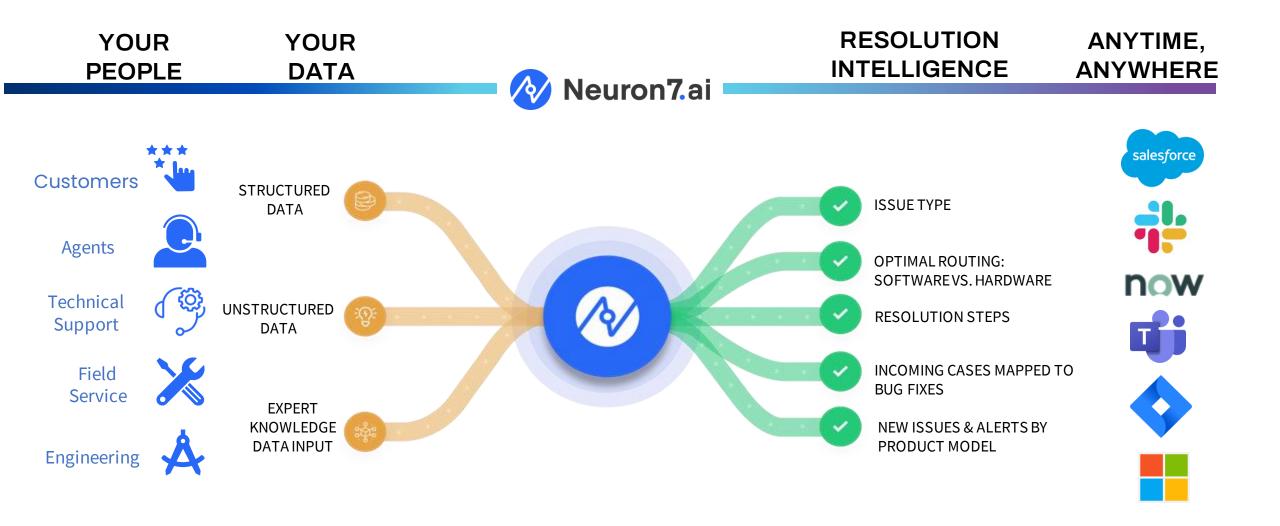
#### Generative Al Suite

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

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



## Create a Smart Resolution Repository with Neuron7



## 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

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

### Neuron7 Delivers ROI & Gets Rave Reviews

\$5m

**Annual cost savings** 

17x

**Average ROI** 

90%+
Accuracy

3 seconds to find one right answer

12%

Faster onboarding

10%

Increased call deflection

10%

Faster call handle time

9%
Increased first call resolution



G2 user reviews



Microsoft Azure Marketplace

"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

"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

# THANK YOU Neuron7 Al-Powered Resolution Intelligence Contact us at <a href="mailto:info@neuron7.ai">info@neuron7.ai</a>