Bruviti Triage Center DATASHEET

Bruviti

Bruviti Triage center enables OEM service teams, third party servicers, and warranty providers to quickly and accurately diagnose problems to deliver an enhanced service experience by creating a triage instance unique to their customers. By uploading documents such as product manuals, user manuals, troubleshooting guides, service bulletins, training videos, parts lists and other support documents, the data ingestion engine automatically creates decision trees for service teams to include additional sources of data.

Once the relevant documents are uploaded to the triage center, service teams can access Bruviti's Assist suite of products such as Customer Assist, Agent Assist, Tech Assist, and Parts Prediction, Studio, and Smart Insights.

USE CASE

Service teams at OEMs such as home appliances and commercial equipment, and warranty providers aim to implement a smarter triage process to deliver a better customer experience.

Challenges

To deliver a better customer experience, the service team required that all data such as customer and equipment information, support documents such as manuals and trouble shooting guides, and technician notes and on-site information be stored and processed on a single platform. In the absence to this information service teams were unable to identify the root cause of an issue often resulting in repeat visits and unnecessary truck rolls.

Bruviti solution

Bruviti's Triage center is a cloud-based tool that enables service teams to create a triage environment exclusively for their requirements. Service teams can upload service data such as product and user manuals, parts lists, and call records and technician notes to get insights and take informed decisions on technician dispatch and parts required.

Results

77%	**11%**
First Time Complete	Reduction in Truck rolls

78%
Accuracy for 4 or more parts predicted

Features

- Instant triage instance creation
- Code free decision trees
- Parts Prediction
- Self-learning knowledge base

Benefits

- Reduces the need for employee training
- Integrates with all CRM and cloud systems
- Improve first fix rates and reduce service costs
- Improve customer satisfaction