SF Presentation

Slide 6

We realized that the best way to help the customer, is by supporting the technicians.

When we can support the technicians to minimise the length of the interaction, and give precise instructions how to solve the issue, we can get rid of a lot of frustration and ultimately help the customer.

Slide 7

So, we have decided to do just that by helping technician's to solve problems faster with the use of AI, but keep the remote service experience personable by using these tools to assist technicians - not replace them.

So this led us to the creation of an AI-powered Dashboard for SEW's Technicians...

Slide 8

Introducing DriveAuto:
This AI-powered dashboard was designed and developed by our team to give SEW's technician's a whole new level of potential in diagnosing and solving customer problems.

As you can see, we have built a custom-made, smart dashboard that displays the relevant information for individual service calls in an intuitive manner, and also includes an array of intelligent features to streamline the remote experience.

These include a live-AI assistant to prompt the technician on what questions to ask the customer, and even provide solutions that it learns from previous customer cases.

We have also included easy-access to manuals and SEW's internal Wiki to help techncians access essential documentation with just the click of a button.

And finally, to avoid the unnecessary and irritating task of documenting every single remote service case - we have integrated automatic documentation that does this for you.

Slide 9: Live Assistant Feature

So, let's take a closer look at some of DriveAuto's features, starting with: Live Assistant.

When technicians are talking to customers on remote service calls, we learned that this experience can be very similar to talking to your grandmother who's trying to use a computer - they don't really know what they're talking about.

Thus, we decided to build an assistant that will help the technician ask the right questions, and help in their decision making process.

As you can see in this demo;
A technician will typically ask for information like the fault code and serial code of the broken machine during a service call, and then look up the relevant information in manuals to solve the problem. But this takes time.

Thankfully, our Live Assistant can intelligently pick up on this information during a call, search SEW's extensive database, and then provide the specific solution relevant to the problem in just a fraction of the time.

Slide 10: Dashboard & Info Pool Feature

Of course, we know that not all problems can simply be solved with the assistance of an AI chatbot, and for some of those trickier problems, resources like manuals and product documentation are of utmost importance to SEW's technicians when solving problems.

Therefore, we have taken the feedback from SEW's technicians to design a completely new information display that shows the relevant information for specific products; like its maintenance history and links to previous case reports in the SEW hotline database.

Additionally, we also provide easy access to SEW's internal Wiki so that technicians can quickly access vital information instantly and avoid navigating through multiple web pages and ultimately save time.

Slide 11: Automatic Documentation

This leads into one more feature that we think will save SEW's technician's even more time and that's our automatic documentation tool.

After finishing a call using DriveAuto there is no longer the need for technicians to write individual case reports describing what happened on the call. With Automatic Documentation, you simply end the call and DriveAuto does the rest…

First, it generates a brand new case, summarises it with the help of integrated transcription and generative AI technologies and then adds it to SEW's case database.

As you can see here (show case report system), these cases can then be viewed. Each case provides access to the transcript and recorded audio, but for most; just a summary like this will suffice – and perhaps if the technician has a specific question to ask, you can also query the case directly from DriveAuto to find your answer.

Moreso, for the technicians who really want to discover all the details of a particular case report, they can also simply generate the report by clicking here, and voila, a pdf report describing the entire interaction is downloaded straight to your computer.

Slide 12: One more thing…

We are glad to share that SEW's technician's have responded extremely positively to the features of DriveAuto that we have shown you today. And they could provide value to SEW almost immediately. However, one more thing we would like to share is the potential for how DriveAuto can become even more powerful in the future.

Today, we shared 3 individual features of Drive Auto: Live Assistance, An enhanced information display, and automatic documentation.
But in practice, these features will actually all be inter-linked when integrated into real-world use.

Slide 13

Ultimately, when a remote service call is initiated between future SEW technicians and customers, we of course hope that this problem will be solved faster with the use of live assistance, or if the problem is particularly unusual – we hope that technicians will make use of the enhanced information display and easy access to resources to solve the issue.

Most importantly, these interactions will be recorded and documented, which will give DriveAuto it's edge. As, with the use of AI, each case can be broken down into the problem diagnosis and it's specific solution - it essentially becomes training data for our Live Assistance tool, and it ultimately improves the performance and capabilities of the AI assistance so that it can eventually help solve nearly any possible issue.

- What is the prototype at the start!! Bullet points of key features
- Use screen recordings of feature demos instead of slides
- Lookout on future is good – less busy slide for future integration

- Grandma metaphor??
- Greater focus on knowledge management??

- One more thing point.. needs to be fixed and simplified

- Show user experience

- Don't show Wikipedia

- Don't mix up concept, benefits and UX

- Graphics a big plus

- Share that this system is real – it exists and it works