SF Test Script

Slide 7:

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.

Start: Slide 8:

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...

Introducing DriveAuto..

Slide 9:

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.

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.

Next Slide:

These include: Live Assistance.
This is a generative AI tool that prompts the technician on what questions to ask the customer, and even provides solutions based on existing knowledge.

Also, we have: Serial Lookup:
A search tool that we have built to allow easy-access to customer-specific product information and case history with the click of a button.

Next, we developed: Automatic Documentation:
Designed to remove the arduous task of filing tedious and irritating paperwork, this tool incorporates transcription and Large-Language Models to generate such reports automatically.

Of course, we have also integrated Call invitations so that SEW’s technicians can schedule video calls on their software of choice all from the same portal.

And finally, DriveAuto integrates SEW's existing knowledge base where SEW's product manuals and information from their internal Wiki can be conveniently accessed from one place.

Slide 10:

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

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 11:

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 will still be required. This is where Serial Lookup comes in.

Next Slide

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 12: Emphasise *why* the documentation is important
This leads into another feature that we think will save SEW even more time and that's our Automatic Documentation tool.

For SEW's technicians it is important to record any learnings and abnormalities that may have occurred during a call for future learning – but writing individual reports takes time.

However, with DriveAuto we can completely remove this chore from the task list of technicians by automating this process completely.

First, DriveAuto generates a brand new case for each call, 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, 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..

Slide 13:
..a pdf report describing the entire interaction is downloaded straight to your computer.

Slide:
So that's DriveAuto. 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.

Slide 14:
However, there's one more thing. We would like to share with you; the vision we see for DriveAuto and how it can become even more powerful in the future.

Today, we focussed on 3 individual features of Drive Auto: Live Assistance, Serial Lookup, and Automatic Documentation.
But in practice, these features will all be inter-linked when integrated into real-world use.

Slide 15:
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.

But most importantly for DriveAuto, these interactions will be recorded and documented, Each solved issue will contribute to our growing pool of training data and subsequentially improve the performance and capabilities of the AI, becoming even more powerful with each problem solved.