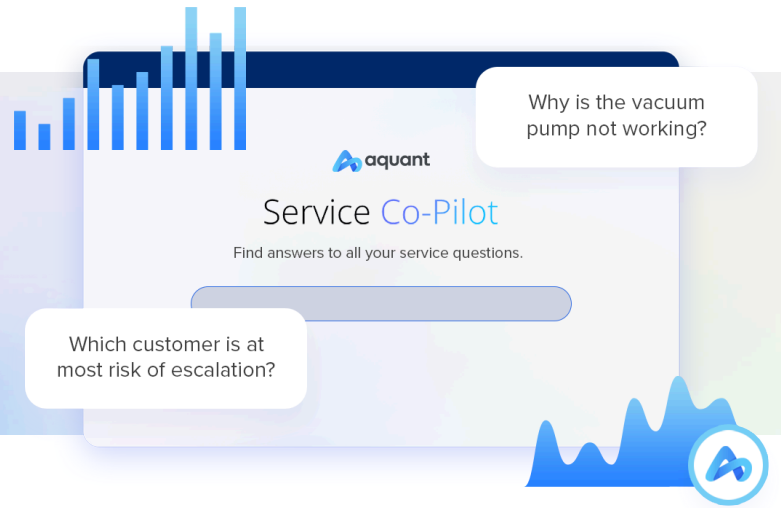


# Service Co-Pilot

Get personalized AI recommendations for every service interaction.



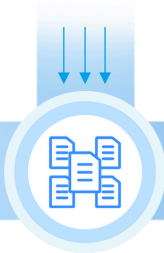
Every service challenge is one of a kind.  
Generic AI answers won't cut it.

**Aquant's Service Co-Pilot** provides recommendations based on an in-depth, contextual understanding of every problem—derived from asset history, user interactions, and more.

## How We Do It: Service Co-Pilot

### Step 1

Ingest service data



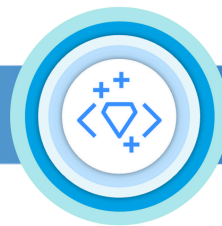
### Step 2

Add tribal knowledge



### Step 3

Turn into trusted and personalized data

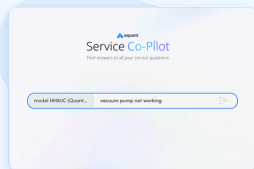


### Step 4

Continuous improvement

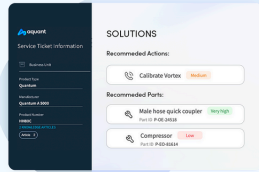


Go Live in 2 weeks



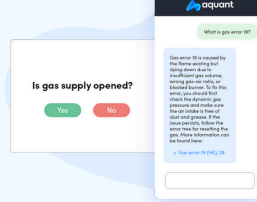
### Self Service

- Drive higher customer satisfaction by allowing end users to troubleshoot service issues directly.
- Use AI-guided experiences to interact and solve problems without human support—tailored for self-service users.
- Reduce truck rolls and turn cost centers into revenue generation using the power of AI.



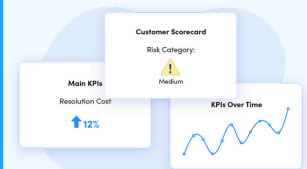
### Call Center

- Provide AI-guided troubleshooting to call centers, shortening diagnostic times for complex issues to 12 seconds in 2 weeks.
- Deliver everything call reps need in one system of record.
- Make better-informed decisions faster using built-in customer insights and asset history.



### Field Service

- Available on both web and mobile—and accessible wherever your technicians need it most.
- Upskill teams and dealer networks to solve problems faster with advanced AI-guided experience.
- See the immediate value of AI by focusing on high-impact and high-complexity problems.



### Service Leaders

- Align service KPIs with industry benchmarks to drive better service strategy.
- Interact with data through a conversational experience.
- Understand your service business on a granular level.
- Prevent blind spots using root cause analysis and service-focused insights.

## Delivers personalized recommendations that solve service challenges of all types.

Your service stakeholders receive the most efficient recommendations for solving every service ticket—all customized for their role and based on asset history, specific asset, customer, and persona.

## Understands your existing service data and transforms it into trusted sources.

Aquant ingests your raw service data, documentation, and manuals, including free text. We clean the data and learn your service language. With a unique modeling approach, we combine your historical service data and your experts' knowledge to identify the root cause of issues. Utilizing expert knowledge, we reduce noise in historical data and make responses more contextual and accurate.

## Upskills your entire team to the level of your top performers.

With Service Co-Pilot, you can leverage the knowledge and skills of your best performers to empower your entire team to perform at the same level. Its AI engine, which learns from your organization's unique assets and historical workforce data, generates personalized recommendations that upskill your entire team and reduce service costs.

## Easily and securely integrates into your current tech stack.

Data security is our top priority. Aquant provides enterprise-grade security, complying with SOC1, SOC2, HIPAA, GDPR, and other standards. Our Salesforce-native platform ensures seamless integration and secure access through SSO.

## Trusted by Top Industry Experts

RICOH

Canon



HOLOGIC®

stryker

