



eSERVICE VIRTUAL ASSISTANT (eVA)

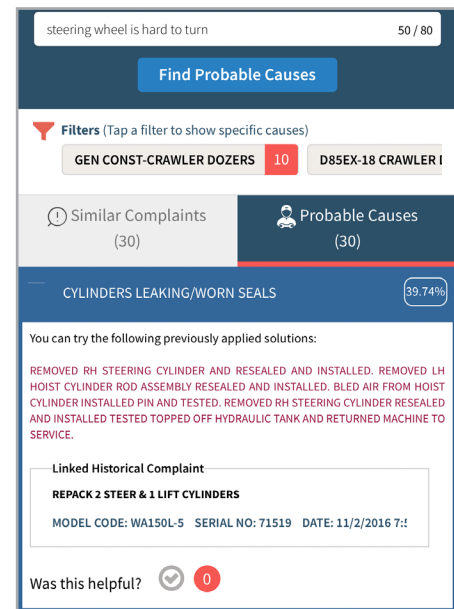
Data Sheet

Cutting Edge AI Technology Your Technicians Can Depend On

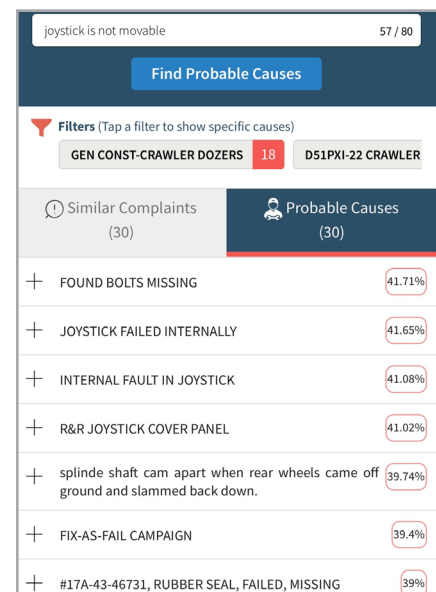
e-Emphasys helps equipment dealers tackle their biggest business challenges through the adoption of state-of-the-art technology. In today's world, the number one issue facing dealers is a shortage of skilled technicians. The eService Virtual Assistant (eVA) solves this problem by bridging the gap between skills and experience with cutting-edge Artificial Intelligence and Machine Learning technology. eVA utilizes accumulated data points, history, corrections, and parts info to provide detailed correction data and parts list based on historical probability. The intuitive, user friendly application helps technicians diagnose and repair problems quickly and efficiently, increasing technician productivity and shortening training time.

Improve First-Time Fix Rates, Shorten Training Time & Increase Technician Productivity

- Zero in on cause of machine failure with probable fix options based on historical service data
- Improve turn-around time of repairs
- Enable cost-effective repairs by receiving multiple correction suggestions
- Reduce technician training time and costs with access to historical correction data, including issues they may not have faced before
- eVA is integrated with the eServiceTech mobile, providing similar complaints, their respective causes of failure, and the possible corrective solutions get instantly displayed on the technician's device. The search is auto-filtered based on the model or product category, helping technicians getting to the root of the problem quickly
- eVA is a stand-alone tool that can be fully utilized by a distributor regardless of their business system provider. It can be used with mobile technician applications in the field as easily as it's used in the shop
- The more you rely on eVA, the smarter and more reliable eVA becomes. Building millions of records and making use of predictive analytics eVA helps bridge the important gap between experience and knowledge in record time



Linked historical data offers possible causes/solutions



Probable causes listed by relevance

