

## Smart Field Assist

Transforming services,  
empowering users

Smart Field Assist transforms field management services and operations. It uses Microsoft Dynamic 365 Connected Field Service and Azure IoT Hub brought together by a conversational system as a voice-enabled mobile assistant.

Proactive and instant resolution of service challenges for consumer products

### Key Takeaways



Empowers end-users with a choice of self-help and technician-based help



Auto-prioritizes service tickets basis severity, business impact and ensures optimal usage of resources



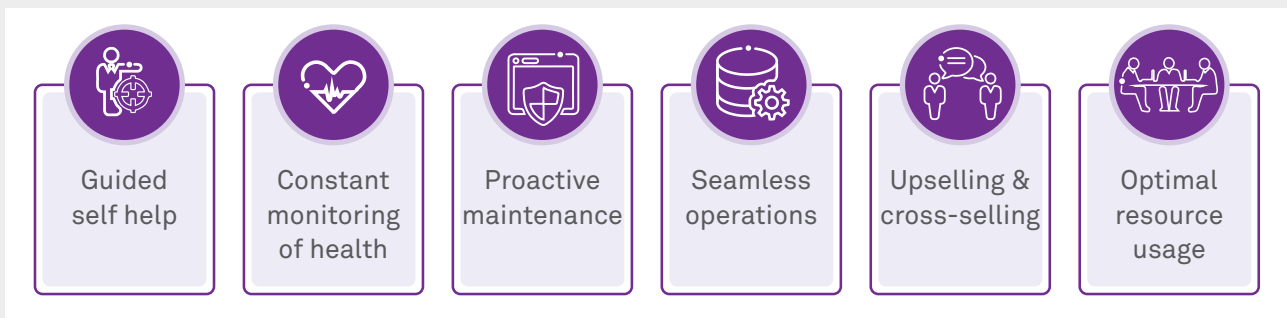
IoT monitors health of devices 24/7 and records usage pattern and earmarks any abnormality

## Key Benefits



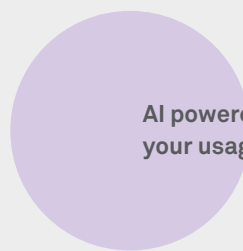
## Features

Marking a shift from conventional algorithm stimulated decision making to intelligence based decision making, Smart Field Assist aims to transform the operation management software world.



## Smart Field Assist connects devices and technologies together to

- Monitor appliances
- Track their performance
- Quickly resolve through self-service
- Undertake remote-assisted service
- Raise technician-assisted service request
- Get best fit offers, on the go



AI powered decisions specific to your usage patterns and needs

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