


# How AI Can **Boost** **Field Service** **Technicians**




# Stop Wasting Time Diagnosing on-site



**The Challenge:** Technicians often head out without knowing the problem, leading to wasted trips and delays.

**The AI Solution:** Dynamics 365 Field Service with Copilot uses AI to analyze work orders and predict what parts and tools are needed. This equips technicians from the start, reducing wasted trips and saving time.

# Get the Right Technician, Every Time



**The Challenge:** Traditional scheduling might send the closest technician, not the most qualified. This can lead to mismatched skills and additional visits.

**The AI Solution:** Resource Scheduling Optimization in Dynamics 365 Field Service uses AI to consider location, experience, and equipment needs. This ensures the best person is assigned for the job, leading to faster fixes.

# Streamline Tasks & Reduce Delays



**The Challenge:** Technicians often lack the right information on-site, leading to delays and frustration.

**The AI Solution:** Field Service mobile app with Copilot provides intelligent summaries of work orders. Real-time inventory management tracks parts down to the truck level. Mobile forms simplify data collection. Knowledge base software offers digital resources for technicians. All this reduces delays and first-time fix rates.

# No More Frustrating Troubleshooting



**The Challenge:** Consulting with experts can be time-consuming, especially in remote locations.

**The AI Solution:** The Field Service mobile app offers step-by-step guides, pictures, and videos for on-site troubleshooting. Additionally, HoloLens 2 or remote assist capabilities allow for real-time collaboration with experts, even in challenging environments

# Boost Efficiency, Revenue & Customer Satisfaction \_\_\_\_\_

*Empower your technicians with the power of AI to*



- Reduce wasted trips and delays
- Improve first-time fix rates
- Increase customer satisfaction
- Boost technician productivity
- Generate higher revenue

***Invest in AI and empower your field  
service team for success!***