

# Service Decision Intelligence:

## Powering Autonomous Service Journeys

A shrinking skilled workforce, slipping first-time fix rates, and costly manual processes make it harder to keep equipment running and protect margins.

Circuitry.ai's Service Decision Intelligence applies AI across field service, parts, warranty, and product operations to deliver the right fix, right part, and right decision every time, improving productivity, uptime, and profit margins.



## Field Decision Intelligence

Field Decision Intelligence (FDI) builds on modern field service tools and AI to offer actionable context-aware insights that help technicians work smarter. FDI combines multiple technologies to ensure that technicians arrive:

- Informed with the context they need to shorten diagnosis time and avoid repeat visits.
- Educated with task-specific guidance that improves repair accuracy in the field.
- Equipped with the right parts and tools to improve first-time fix rates.

Gartner® mentioned Circuitry.ai as an example Vendor delivering conversational data-backed guidance capabilities.

Decision intelligence extends to warranty and service contracts, where decision accuracy and consistency are critical to reduce claim costs and improve product quality.



## Warranty Decision Intelligence

Warranty Decision Intelligence applies AI across the claims lifecycle to deliver clear, consistent decisions and reduce the manual effort that slows teams down. Warranty Decision Intelligence brings together structured data, policy rules, historical patterns, and workflows to ensure every claim is processed accurately, consistently, and efficiently.

### Accurate

AI-powered coverage checks, validations, and claim scoring.

### Consistent

Standardized guidance and policy interpretation.

### Efficient

Automated tasks, faster processing times, and reduced workload.

**Get a demo today**

See Service Decision Intelligence in action.

[sales@circuitry.ai](mailto:sales@circuitry.ai)

[circuitry.ai/demo](https://circuitry.ai/demo)



Request a demo!



# Autonomous Service Journeys for manufacturers

An autonomous service journey is the natural evolution of digital service operations. Instead of relying on manual effort or static knowledge bases, AI dynamically orchestrates the end-to-end process to optimize service outcomes.

These journeys are enabled by Circuitry.ai's Service Decision Intelligence platform as the foundation; the chosen use cases (such as field, service, parts, or warranty) are built on that foundation, and specialized AI workers carry out the tasks that drive each step forward.

## AI workers powered by Decision Intelligence



Powered by the Service Decision Intelligence platform, our AI Advisors, Analysts, and Agents provide fast, explainable answers, automation, and analytics with over 95% accuracy.

- Service Advisor and Parts Advisor provide troubleshooting guidance and parts recommendations.
- Warranty AI workers automate and augment the claims process, surface knowledge, and uncover patterns.
- Product Advisor delivers product answers, configurations, and recommendations.

All of this is only possible with specialized, industrial AI built by experts who understand the realities of manufacturing service.

## Why Circuitry.ai: leading Service AI from industry experts

Circuitry.ai brings deep expertise across the manufacturing service lifecycle, helping warranty, parts, service, and product teams modernize operations. Our team has spent decades building service, parts, and warranty platforms for manufacturers—experience that shapes how we approach Decision Intelligence today. By combining real-time guidance, intelligent automation, and actionable analytics, Circuitry.ai drives:

### Productivity

35% boost in productivity

### Profitability

25% higher profitability

### Efficiency

20% increased efficiency

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