

Field Decision Intelligence^{✦✦}

Help every technician perform like your best on every visit by delivering the right diagnosis, repair guidance, and part recommendation before and during the job.

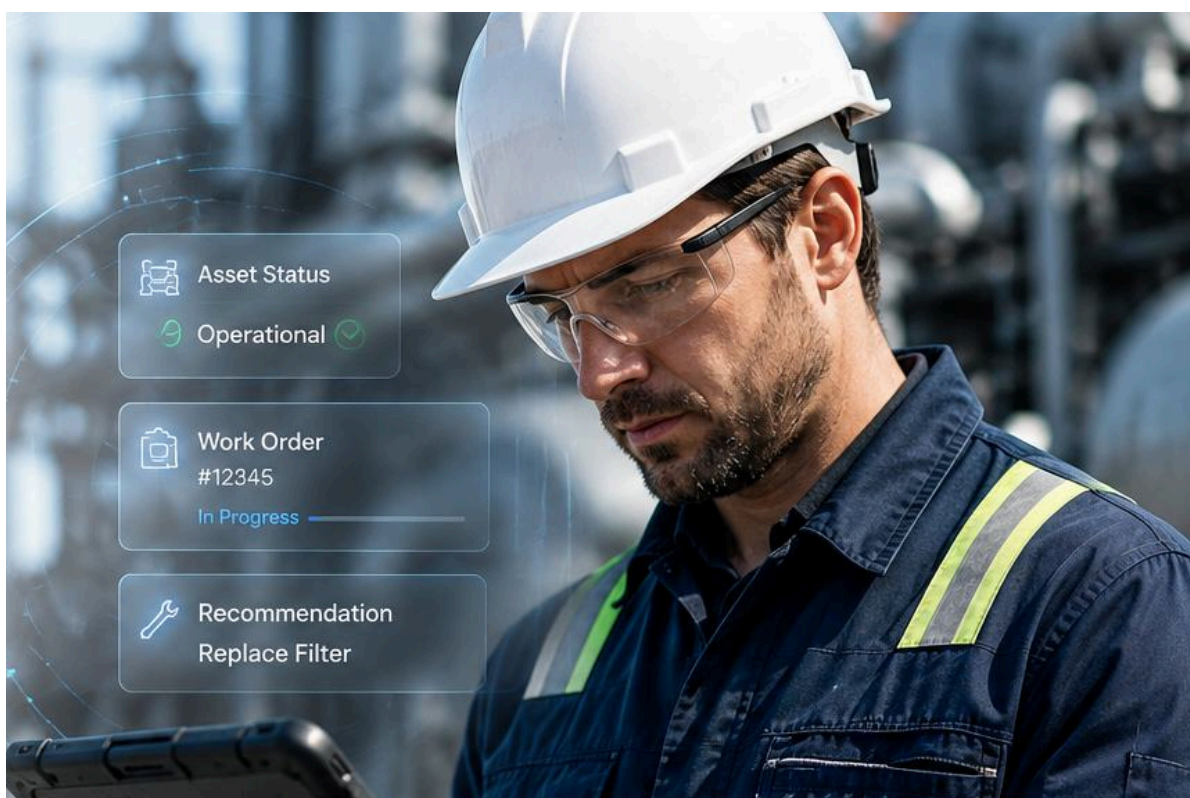
Field service performance depends on the quality of every decision made before and during the visit: what service is required, what fix will resolve the issue, and what part is needed to complete the job.

Circuitry.ai's Field Decision Intelligence acts as the AI decision layer across service, asset, and parts data, helping technicians make faster, more accurate decisions that improve first-time fix rates and reduce repeat visits.



The decisions that determine every visit

- **What service is required?** Symptoms, fault codes, service history, and technician notes translate into a likely root cause and next step before the technician arrives on site.
- **What's the right fix?** A clear troubleshooting and repair path improves first-time fix rates and reduces repeat visits.
- **What's the right part?** The exact part, kit, or substitute is confirmed before the truck rolls, eliminating a second visit for a missing or wrong part.



Built for field decisions

Field Decision Intelligence is trained on service knowledge, asset history, and parts data specific to complex equipment, so it recommends, scores, and explains the decision itself rather than handing back a list of documents to interpret. Field Decision Intelligence acts as a decision layer across the FSM, ERP, and CRM systems you already run, so your team makes more accurate decisions within daily workflows without a rip-and-replace project.

Improve productivity, outcomes, and efficiency

Field Decision Intelligence delivers measurable value across the service lifecycle



Improves **technician productivity** by providing real-time guidance on diagnostics, repairs, parts, and service contracts at the point of service.



Strengthens **service outcomes** by helping technicians make better decisions that increase first-time fix rates, improve equipment uptime, and enhance customer satisfaction.



Drives greater **operational efficiency** by streamlining service workflows, reducing repeat visits, and lowering the cost to serve.

Field Decision Intelligence helps organizations grow service revenue, improve margins, and deliver consistently better service at scale. Discover how a billion-dollar equipment company empowered its global service workforce with the right answers at the right time, improving technician productivity and service performance. [Read the customer case study.](#)

Get a demo today

See how Field Decision Intelligence improves every service decision.

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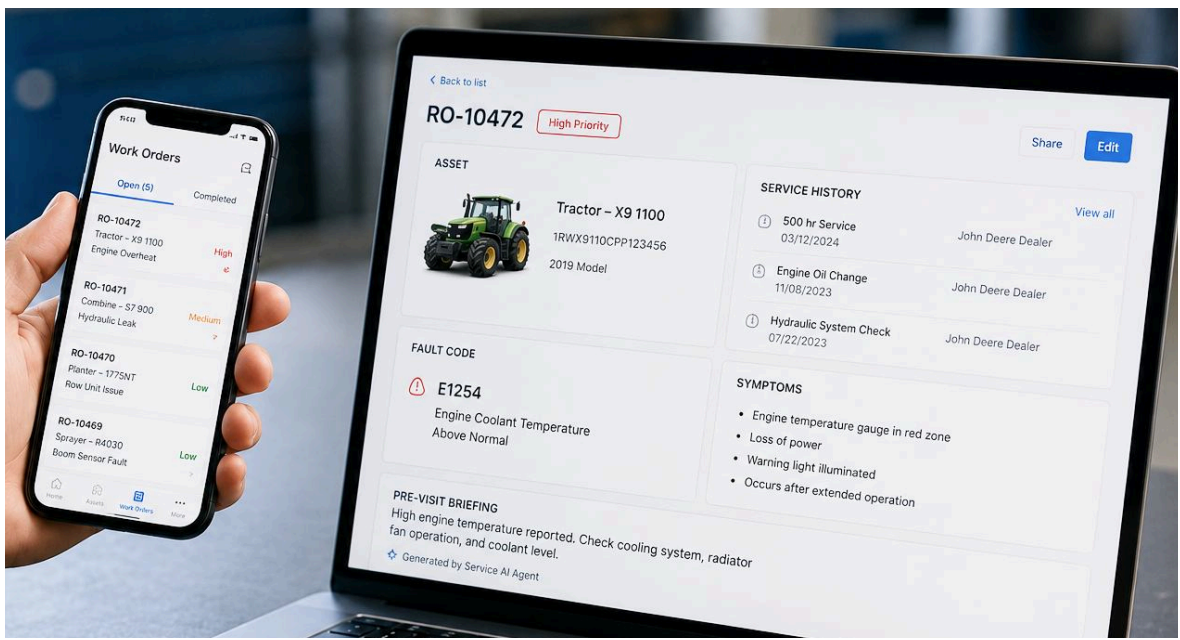


From repair request to service outcome orchestrating the repair journey

Field Decision Intelligence runs on the same cycle behind every repair: ingest the repair order, decide the right action, act inside the systems technicians already use, and learn from the outcome to improve the next repair order.

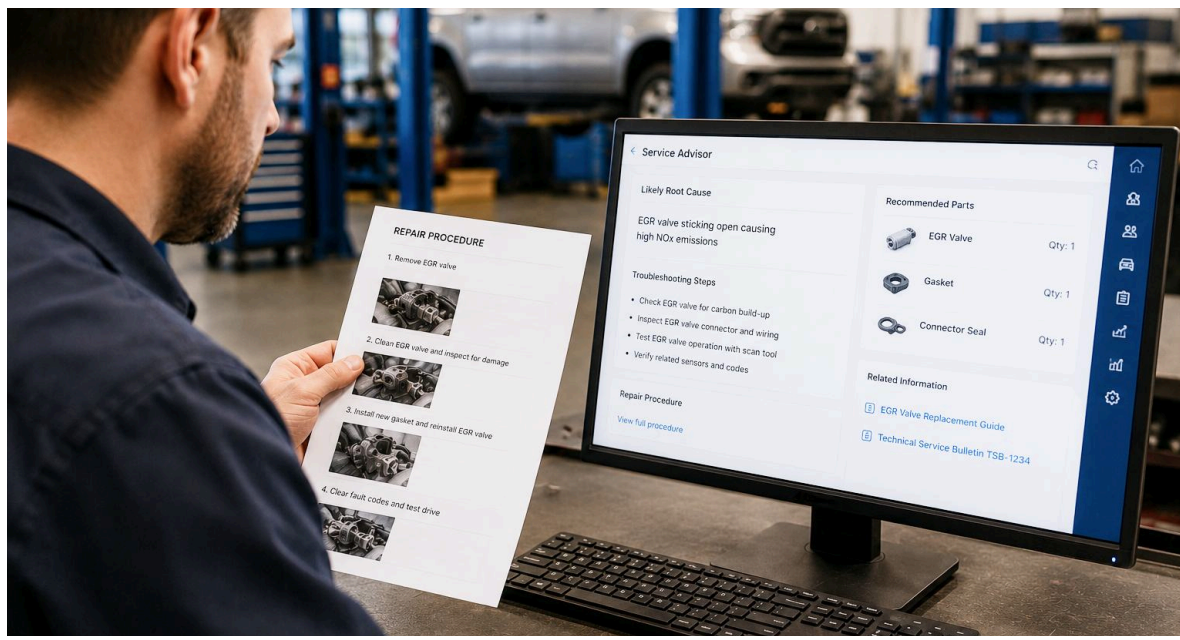
Field Decision Intelligence is powered by Circuitry.ai's Service Decision Intelligence platform and delivered through purpose-built Service AI Workers to provide.

Powered by the Service Decision Intelligence platform, our Service AI workers provide fast, explainable answers, automation, and insights with over 95% accuracy.



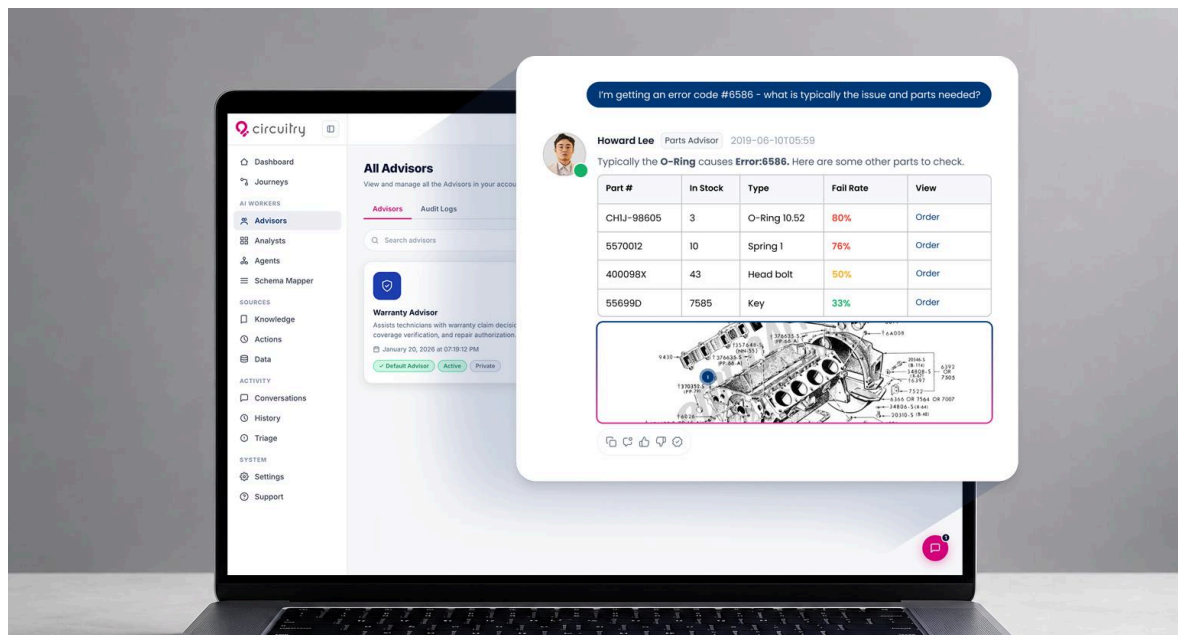
Prepare before the visit

The repair order opens from phone, portal, mobile app, or dealer channel, and Service AI Agents pull together the asset, service history, fault code, and symptoms automatically for pre-visit briefing.



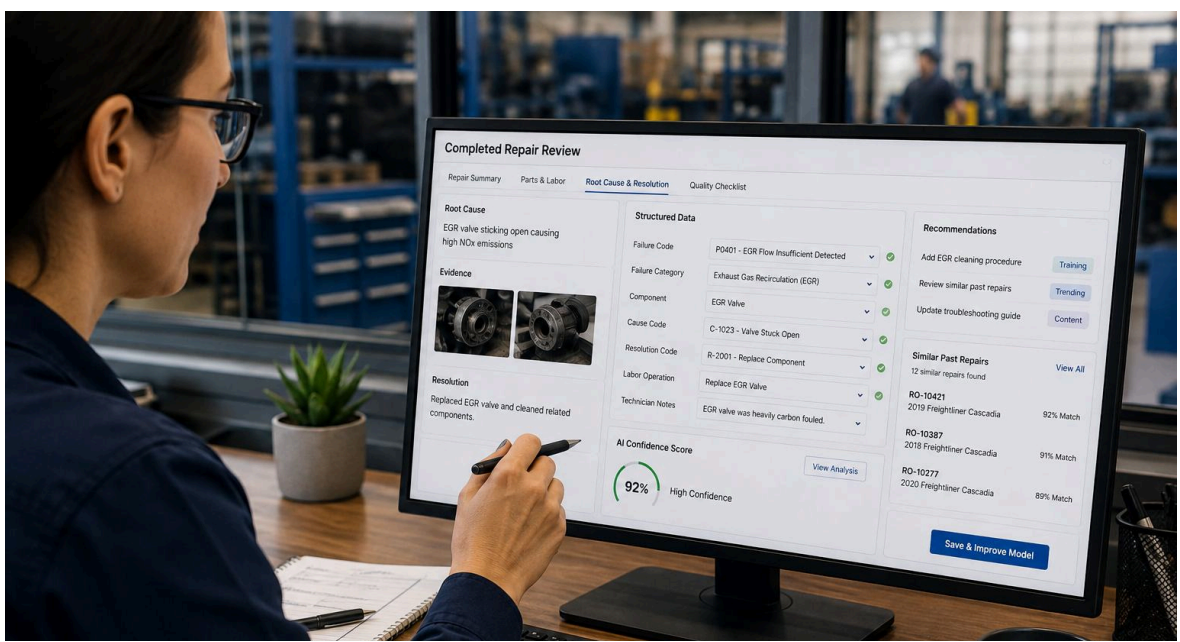
Diagnose with confidence

Service Advisor recommends the likely root cause, troubleshooting steps, and repair procedure the technician needs to complete the job.



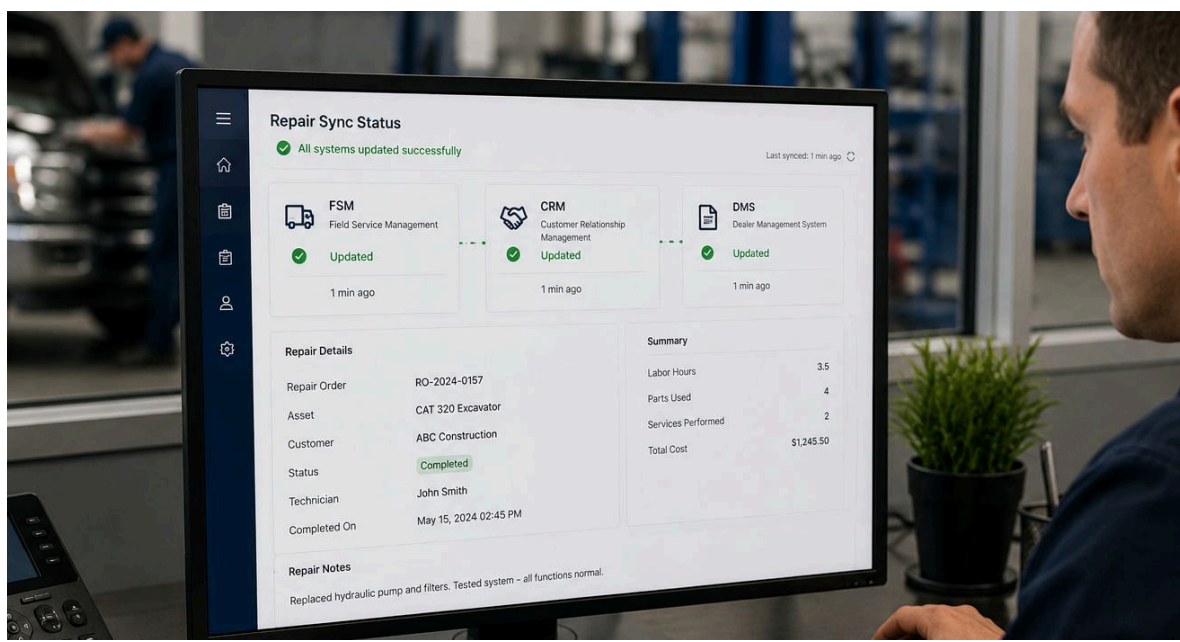
Get the right part, the first time

Parts Advisor identifies the right part, kit, substitute, or supersession and confirms the fastest ordering path before the part is needed on site.



Learn and optimize

Quality Analysts turn the completed repair into structured data, improving accuracy on the next repair order.



Keep every system in sync

Service AI Agents update the FSM, CRM, or DMS record with the repair details and current status.


circuitry.ai

Learn more about
Field Decision Intelligence

Schedule a Demo

The Circuitry.ai Advantage

Deep service expertise

Circuitry.ai specializes in Field Decision Intelligence, using deep domain expertise and service life cycle data to augment and automate the critical decisions that drive service outcomes.

Decision accuracy and autonomy

Circuitry.ai orchestrates purpose-built Service AI Workers into Autonomous Service Journeys, delivering higher decision accuracy, governed autonomy, and feedback loops that compound value over time.

Optimal outcomes and value

Circuitry.ai ties every service decision to measurable gains in productivity, outcomes, and efficiency. Our Service Decision Unit pricing aligns cost with the service decisions and journeys, lowering upfront investment and accelerating time to value.

Get a demo today

See how Field Decision Intelligence improves every service decision.

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