



Autonomous Service Journey: Case Study

Service AI that Delivers the Right Fix, Right Part, Right Now.



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TAKEUCHI CASE STUDY



Takeuchi is a global manufacturer of compact construction equipment and has been at the forefront of the industry since 1963. Its excavators and track loaders helped define the North American compact equipment market. With an extensive dealer and service network, Takeuchi ensures reliable support wherever its machines are used.

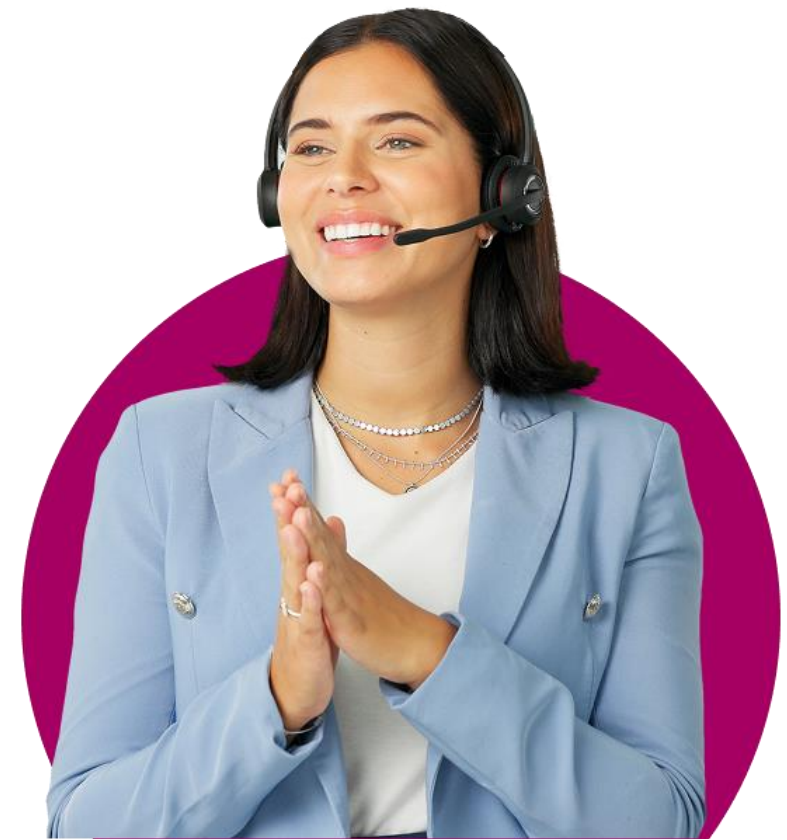
Challenges

- Field technicians didn't have instant access to the knowledge needed to resolve issues on the first visit.
- Contact center agents were spending too much time searching for answers across disconnected systems.
- Customers weren't empowered to solve their own issues, leading to high call volumes and wait times.

Impact

- Increased call deflection by 50% with AI-powered self-service.
- Faster call resolutions with average handling time (AHT) reduced by 60%.
- > 97.5% consistent, accurate responses across every channel.
- Improved first-time fix rates by 10% with instant, accurate answers.

POWERED BY SERVICE AI WORKERS



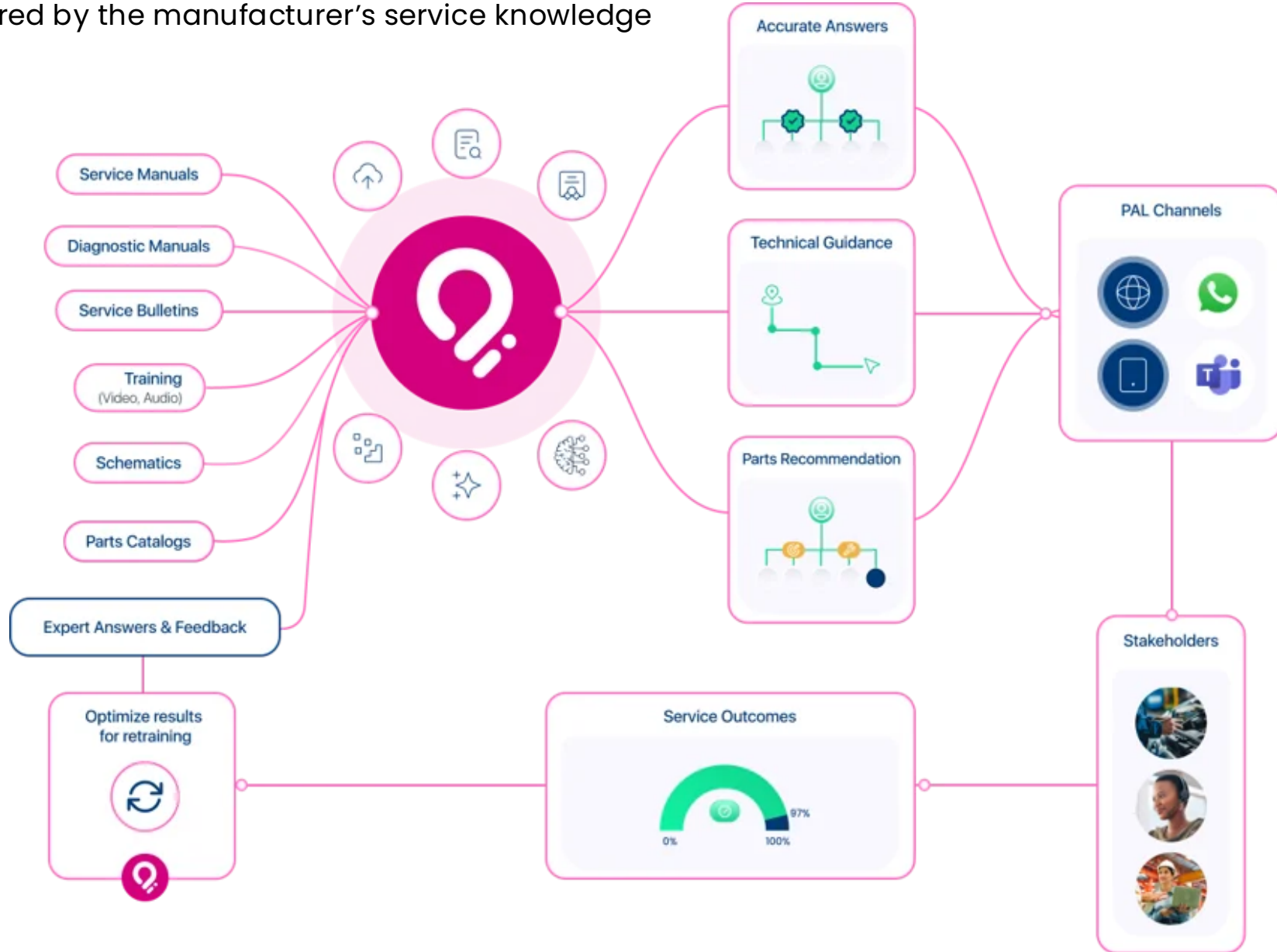
Service Advisor: ✨
Right Fix Every Time

Parts Advisor: ✨
Right Part Every Time

Warranty Specialist: ✨
Right Decision Every Turn

USE CASE: SERVICE AIDVISOR

Accurate answers powered by the manufacturer's service knowledge



CUSTOMER VALUE & ROI

Fast implementation – **start using it immediately**. Quick **Proof of Value**. ROI now.



Productivity Improvements

- 35%** improved productivity
- 45%** faster avg handling time
- 25%** reduced cost to serve



Improved Service Outcomes

- 95%+** accuracy in service resolutions
- 10–20%** improved product uptime
- 60–90%+** Improve first-time fix rate



Operational Efficiency

- 35%+** Lower **support staffing costs & overtime**
- 50%+** Lower service **employee training time & costs**

Case Study: A global construction equipment manufacturer used Service AI Advisor to:

- Automate more than 50% of calls to technical support centers, improving efficiency
- Enable 4,500 service technicians across dealer networks to increase first-time fix rates, improving productivity

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