



Autonomous Service Journeys: Case Study

Right Answers, Right Now: AI-Guided Decision Intelligence
for Complex Device Support

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ABOUT NOAH MEDICAL

- **Medical robotics innovator** focused on advancing early diagnosis and treatment with next-generation platforms.
- **Mission:** Deliver adoptable clinical solutions through innovative endoluminal technologies, enhancing the quality of life for patients globally
- **Flagship product:** the **Galaxy System** — the only robotic assisted bronchoscopy platform integrating proprietary TiLT+™ Technology that enables integrated tomosynthesis to overcome CT-to body divergence.
- Team of **150+ engineers, innovators, and industry leaders** from top healthcare and robotics organizations.
- Backed by well-known institutional investors and supported by decades of industry experience.

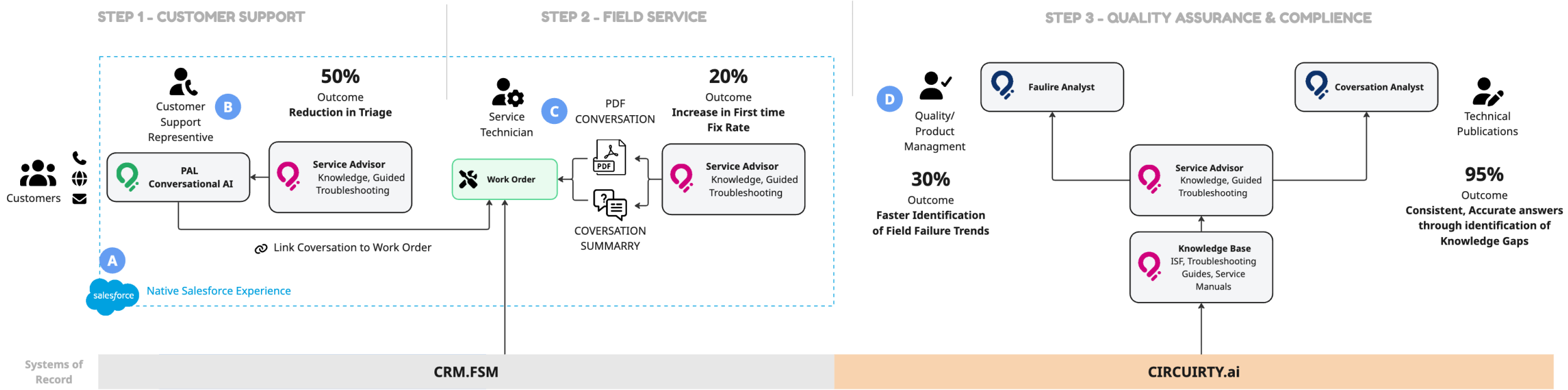
Service Challenges

- Complex devices & procedures
- Scattered knowledge
- Strict regulatory & quality controls
- Need faster, safer decisions

Business Impact

- Accurate technician guidance
- Reduced MTTR
- Auditability & traceability
- Native Salesforce experience

NOAH MEDICAL AI SOLUTION



- A** Service Advisor for Salesforce Lightning provides a native, conversational experience that lets users interact with service data and history using natural language inside Salesforce.
- B** Circuitry Salesforce Advisor makes it easy for support representatives to attach key service context, such as conversations, answers, and transcript PDFs, directly to Salesforce Work Orders without leaving Salesforce.

- C** Service technicians can view complete support interaction history directly on the Salesforce Case, with PAL automatically surfacing chat transcripts and AI-generated summaries for full context.
- D** Failure analysts can use the Failure Analyst to identify recurring failure patterns, diagnostic steps, and systemic issues across the installed base.

OUTCOMES & TAKEAWAYS



Proof of Value (POV)

Faster resolution

Consistent service quality

AI that strengthens compliance

Flexibility to meet our business needs

Partnership to deliver the solution



Optimize your service outcomes

- Service Productivity
- Customer Experience
- Product Uptime

Reclaim Service Margins



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