



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

# Autonomous Service

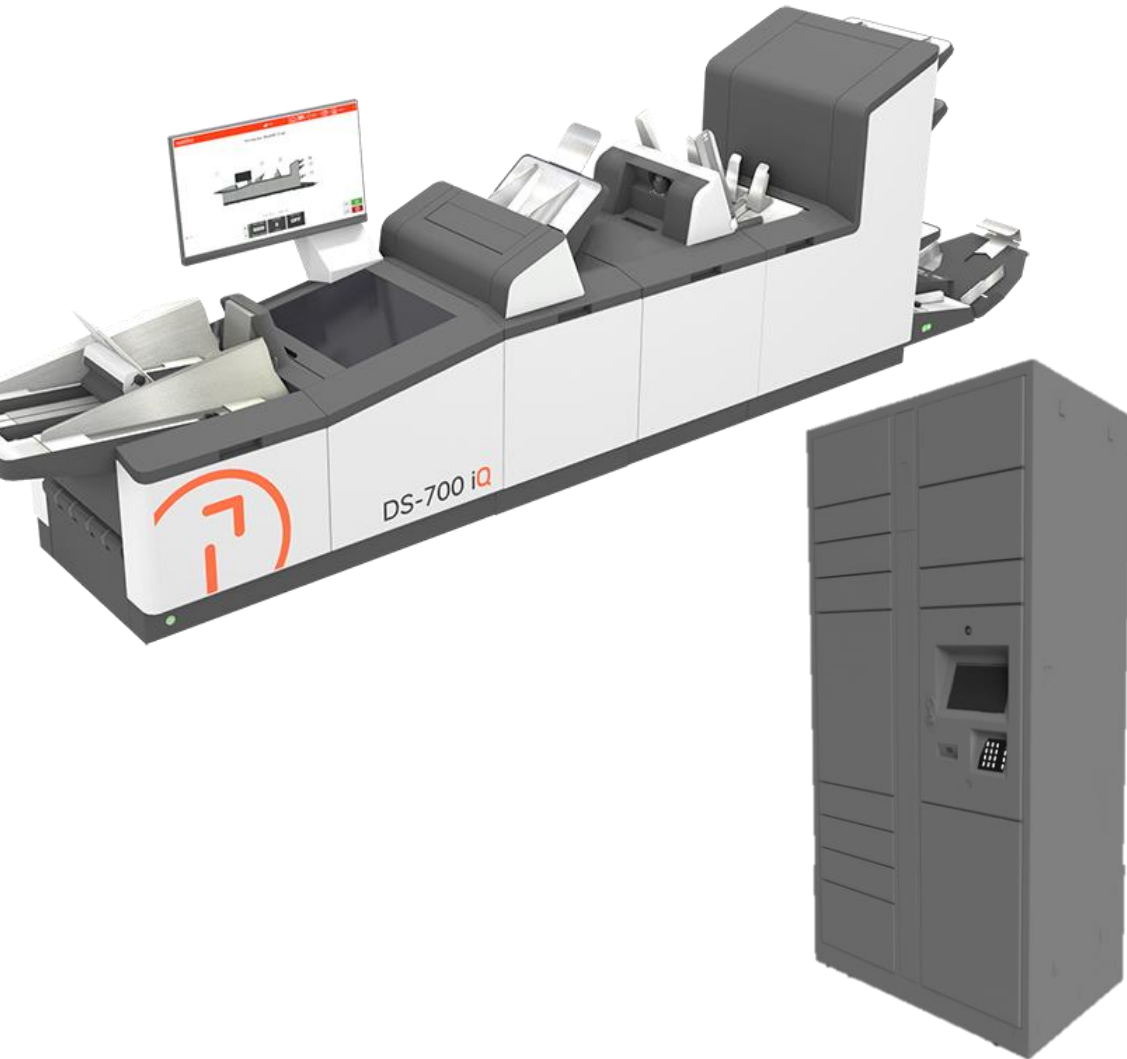
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Quadient Case Study

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- Leading provider in Customer Communications Management (CCM), digital automation solutions, and Parcel Lockers.
- Supports billions of customer and business interactions annually with over €1 Billion in annual revenue.
- Global footprint of install base for parcel locker and physical automation solutions.
- Team of 200+ technicians in North America.
- Trusted by major enterprises in complex and regulated industries, including healthcare and other mission-critical sectors.

## Circuitry.ai approach to Modern Customer Success

- Outcomes-based relationship
- AI as a teammate, not a tool
- Enable Field Service to be the lead revenue generator
- Customer Success needs to evolve at the same pace as AI
- Circuitry.ai to serve as solution expert and trusted advisor
- Disciplined customer communication cadence
- Regular monitoring of AI results linked to goals
- Drive a culture of Data Driven Storytelling

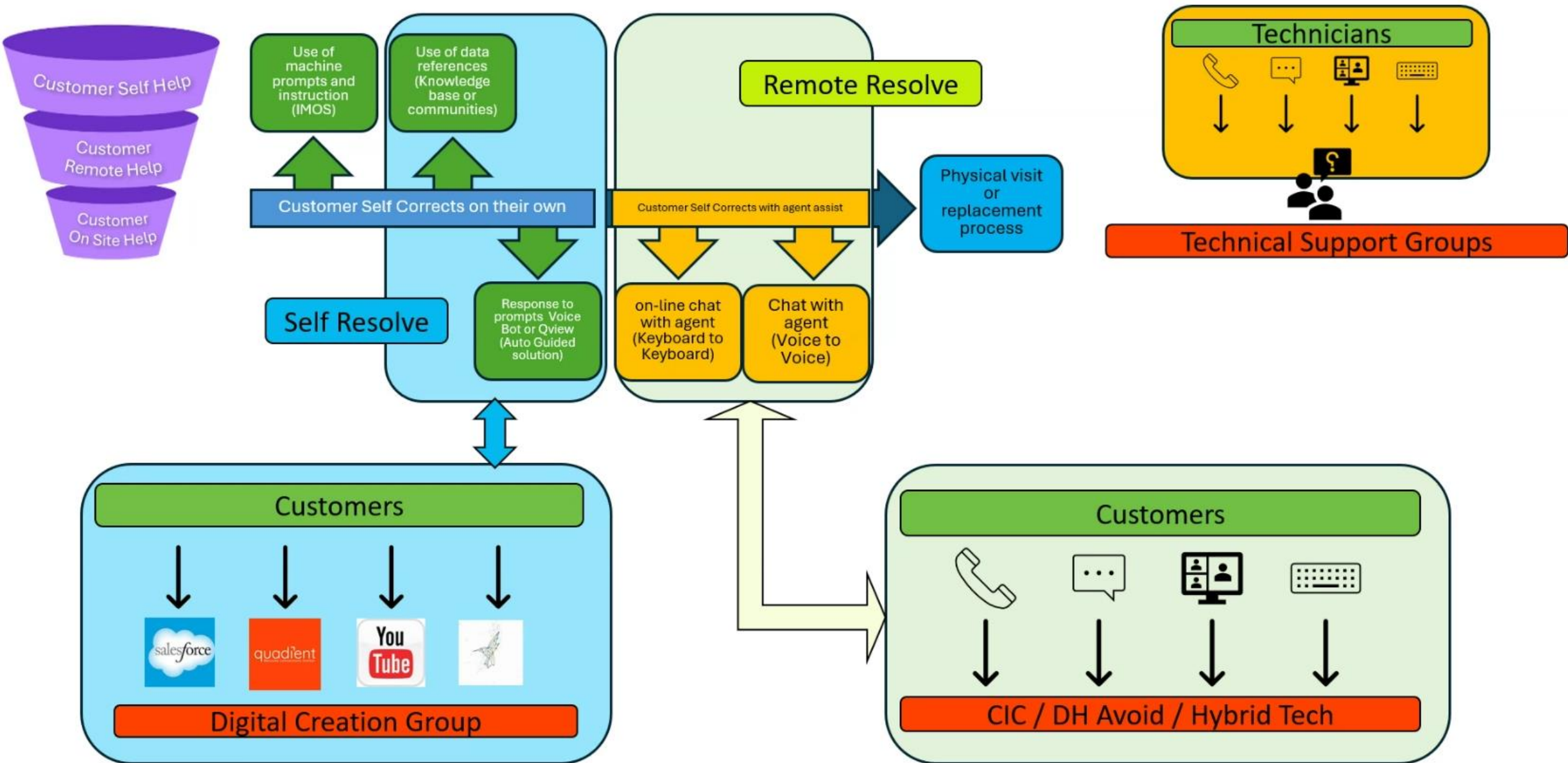
## Service Challenges

- Difficult to quickly find the right solution within a complex knowledge base
- Senior technical experts approaching retirement
- Loss of institutional knowledge risk
- Rising MTTR and repeat service visits
- Growing customer expectations for faster support

## Business Impact

- Intuitive, efficient way to quickly surface the correct answer
- Tribal knowledge, that might otherwise be lost, is captured and available across the organization.
- Reduction in inbound customer assistance requests
- More capable and better-informed first-line staff
- Fewer escalations to technical support teams
- Improved first-time fix rates for technicians

# The Customer Journey, Self Resolution & Assisted Remote Resolution



# INTEGRATION WITH SYSTEMS OF RECORD



Build an interface to the worldwide Sitecore knowledge base to support all technicians, dealers, and customers. Implementation would be a worldwide solution



Build an interface to support our inbound remote assistance processes (TalkDesk knowledge cards). Start with US and roll across EU instances



Integration within customer asset information via ServiceMax / Salesforce Knowledge  
Start with US and build across EU instances



Consider R&D integration and product generated solutions.

# CONTACT US.

www.circuitry.ai

  
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your service  
outcomes**

- Service Productivity
- Customer Experience
- Product Uptime

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**Visit us at our booth or meet us at  
the AI Advisory Lab**

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