Autonomous Service Journeys: How AI Agents Are Transforming Service and Support Operations

A 40-minute working session for field service leaders to select a high-value use case and shape a tailored follow-up demo with Circuitry.ai at Booth 12.

Session flow

1 **Choose the outcome**	2 **Find the friction**	3 **Define the decision**
4 **Score the use cases**	5 **Design the journey**	6 **Circuitry.ai demo at Booth 12**

What you'll get

1. A clearly defined service journey and decision bottleneck
2. A scored shortlist of practical AI use cases and AI Workers
3. Next steps: A Circuitry.ai demo at Booth 12 on your autonomous service journey

Name and title	Company name

Gartner® Research Report: Critical Functions of Field Service Management in the Age of AI

The Gartner research report® "Critical Functions of Field Service Management in the Age of AI" organizes the field service lifecycle around four critical stages, and the AI influences reshaping each: demand triage, planning and scheduling, service execution support, and service insights debrief.

Download the full Gartner report to learn more about all four stages.

Gartner, Critical Functions of Field Service Management in the Age of AI, Jim Robinson, 15 May 2026

STEP 1 Choose the business outcome | 5 minutes

Start with a service result your business already cares about.

1A. Choose the primary outcome

[ ] Productivity More requests, work orders, or claims handled per person; less administrative work	**[ ] Service outcomes** Higher first-time fix, uptime, SLA performance, consistency, and customer satisfaction
[ ] Operational efficiency Fewer handoffs, truck rolls, delays, escalations, and cost per resolution	**[ ] Margin and revenue** Lower leakage; stronger service-contract profitability; higher parts and service capture

1B. Define the measure

KPI	Current baseline	Desired target	Why it matters

Why now?

What changed - demand, labor capacity, service levels, customer expectations, cost, margin, or technology readiness?

Executive sponsor and operating owner

Who owns the outcome, and who owns the daily workflow?

Check: A strong use case has a named outcome, a baseline, and an owner who can act on the result.

STEP 2 Find the service friction | 7 minutes

Choose one journey where volume, delays, handoffs, inconsistent decisions, or tribal knowledge create measurable friction.

2A. Select the journey

[ ] Customer support Request intake, triage, self-service, escalation	**[ ] Diagnose and resolve** Symptoms, logs, history, recommended resolution	**[ ] Parts** Identification, availability, substitution, ordering
[ ] Dispatch and field work Priority, skills, scheduling, start-to-close work order	**[ ] Warranty and claims** Eligibility, coverage, adjudication, payment or denial	**[ ] Quality and learning** Repeat failures, root cause, knowledge capture, prevention

2B. Map the current journey

1. Trigger	2. Understand	3. Decide	4. Act	5. Confirm/learn
Request, alarm, failure, claim **Notes:**	*Gather context, asset and history* **Notes:**	*Choose diagnosis, part, coverage or path* **Notes:**	*Resolve, order, dispatch, approve or escalate* **Notes:**	*Communicate, close and improve knowledge* **Notes:**

2C. Diagnose the friction

[ ] High volume / backlog	[ ] Slow resolution	[ ] Too many handoffs	[ ] Repeat truck rolls
[ ] Inconsistent decisions	[ ] Tribal knowledge	[ ] System switching	[ ] Cost/leakage/risk

The moment that matters most

Where does the journey slow down, become inconsistent, or require an expert decision?

STEP 3 Define the critical decision | 7 minutes

Move from an automation idea to the decision that an AI Worker must make accurately enough to recommend or take action.

Decision test: If the human did not perform this step, what judgment would still need to be made? That judgment is the center of the use case.

3A. Use decision questions to generate candidates

Decision type	Question the AI Worker must answer	Possible AI Worker
Triage	What is the request, priority, entitlement, and next best path?	Intake Agent/Orchestrator
Diagnostics	What is the likely issue, confidence, evidence, and best resolution?	Service Advisor
Parts	Which part is required, compatible, available, and economical?	Parts Advisor
Dispatch	Can this be resolved remotely; if not, what skill, part, and priority are needed?	Service Advisor/Dispatcher
Warranty/claim	Is it covered, compliant, complete, and payable - and why?	Warranty Specialist
Quality	What patterns explain repeat failures and what preventive action should follow?	Quality Analyst

3B. Write three candidate use cases

#	Use case	Decision to improve	Expected outcome
1	*Name the use case*	*What must be decided?*	*What changes?*
2	*Name the use case*	*What must be decided?*	*What changes?*
3	*Name the use case*	*What must be decided?*	*What changes?*

Decision inputs and evidence

What policies, manuals, work orders, cases, calls, emails, asset history, sensor data, images, or expert knowledge support the decision?

Action after the decision

What should the system recommend or execute - answer, resolve, order, dispatch, approve, deny, pay, escalate, or learn?

STEP 4 Score and prioritize the use cases | 9 minutes

Select the use case with the best combination of ROI in terms of improvements in productivity, service outcomes, and efficiency.

Scoring scale

1 - Low	3 - Medium	5 - High
Weak evidence or significant barriers	Credible opportunity with known gaps	Strong evidence and ready to pursue

Prioritization matrix

Score each criterion 1-5, multiply by the weight, then add the weighted scores. Maximum score = 15

Candidate	Productivity	Outcomes	Efficiency	Total
Use case 1				
Use case 2				
Use case 3				

How to interpret the criteria

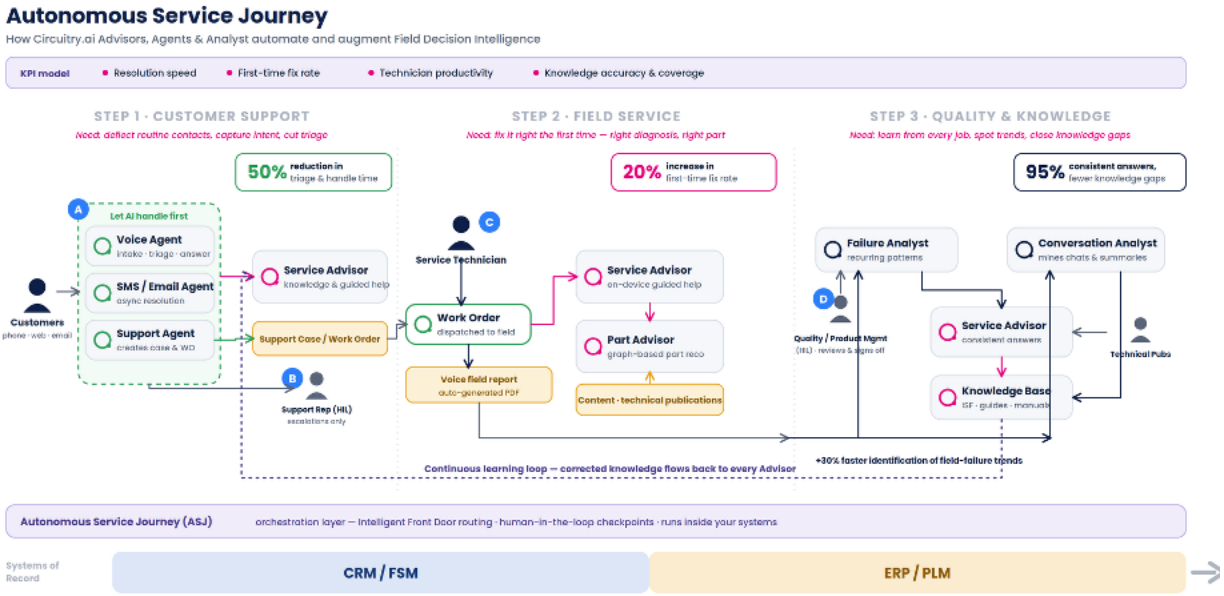
Productivity	Outcomes	Efficiency
Empower every technician with expert guidance to diagnose and resolve issues faster.	Improve first-time fix rates and service consistency with accurate, explainable AI decisions.	Reduce repair time, repeat visits, and service costs by recommending the right actions the first time.

Selected use case

Use case name, score, one-sentence reason it should be first, and the most important dependency or risk

STEP 5 Design the Autonomous Service Journey | 8 minutes

Define how AI Workers, enterprise systems, and people will work together from request to resolution.



5A. Design the future-state journey

Target	Review	Assign	Capture	Kaizen
Channel, event or condition	*Context, knowledge and evidence*	*AI Worker judgment + confidence*	*Outcome, value and ROI*	*Feedback and improvement*
Design notes	**Design notes**	**Design notes**	**Design notes**	**Design notes**

5B. Choose a realistic starting level of autonomy

[ ] L1	**Assist**	Retrieve, summarize, and prepare information for a person
[ ] L2	**Recommend**	Propose a decision, confidence, explanation, and next action
[ ] L3	**Act with approval**	Prepare or execute the action after human confirmation
[ ] L4	**Act within guardrails**	Resolve routine cases and escalate exceptions based on policy and confidence
[ ] L5	**Closed-loop autonomy**	Orchestrate the journey end to end, learn from outcomes, and involve people by exception

STEP 6 Create the Circuitry.ai demo brief | 6 minutes

Turn the roundtable output into a tailored follow-up session focused on your use case, data, systems, stakeholders, and success measures.

Use case statement

Complete this sentence: We will use AI Workers to [make or execute a decision] for [user / customer / asset] so we can improve [KPI] from [baseline] to [target], starting at autonomy level [L1-L5].

Use case	*Name and short description*
Scenario	*Representative request, failure, work order, claim, or asset situation*
Users and stakeholders	*Frontline user, operating owner, executive sponsor, IT / data / security participants*
Decision and action	*What should the AI Worker decide, recommend, execute, and escalate?*
Knowledge and data	*Documents, cases, calls, emails, work orders, policies, asset history, sensor data, images*
Systems	*CRM, FSM, ERP, DMS, warranty / claims, knowledge, telematics, communications*
Guardrails	*Confidence, safety, policy, financial, customer, and exception thresholds*
Success criteria	*Baseline, target KPI, business value, and acceptance criteria*
Follow-up	*Demo owner, target date, participants, and data-sharing next step*

Recommended 30-minute follow-up demo

5 min	15 min	5 min	5 min
Current journey + outcome	**Tailored AI Worker journey**	**Data, systems + guardrails**	**Pilot scope + success plan**

Schedule your tailored AI use case demo

Circuitry.ai will use this brief to demonstrate how Service Decision Intelligence, AI Workers, and Autonomous Service Journeys can improve the selected outcome.

About Circuitry.ai

Circuitry.ai helps manufacturers and service organizations improve the decisions that drive uptime, cost, service margins, and customer loyalty using domain-deep intelligence, governed autonomy, and measurable ROI.

Circuitry.ai turns service knowledge, warranty history, parts data, policies, contracts, and repair outcomes into trusted AI workers. Our Service Decision Intelligence platform recommends, scores, and automates the decisions from diagnosis and parts identification to warranty review, service contract claims, dealer support, and customer updates.

We understand service context, recommend trusted decisions, automate governed workflows, and measure business impact across field service, warranty, parts, service contracts, technical support, and customer experience.

Visit our website https://circuitry.ai/