



# **The Service AI Evaluation Checklist Every Service Leader Needs**

An easy-to-use checklist that you can use to help you evaluate service AI platforms to find the right fit for your organization

## Decision Intelligence Engine - Structured Reasoning

- ☐ AI Agents
- ☐ Knowledge Graphs
- ☐ Machine Learning
- ☐ Large Language Models (Gen AI)

## Modular AI Workers - Role Specific AI capabilities

- ☐ AI Agents (automating multi-step workflows to perform actions)
- ☐ AI Analysts (interpreting data and recommending the next best actions)
- ☐ AI Advisors (self-service and technician guidance)

## Native Knowledge Graphs and Service Ontologies - Structuring Data

- ☐ Domain representations of products
- ☐ Symptoms
- ☐ Repairs, Parts, and Claims Logic

## Pre-trained Service Models - Trained on Real Data

- ☐ Trained in Service Data
- ☐ Trained in Warranty Data
- ☐ Trained in Product/Parts Data

## Parts and Repair Recommendations - Guides Teams to Right Fix and Parts

- ☐ Recommend Right Repair Path
- ☐ Recommend Right Part
- ☐ Labor Estimates Based on Historical Data



## **Closed-loop Learning/Feedback Integration - Improve Over Time**

- ☐ Learn from Technician Actions
- ☐ Learn from Claim Outcomes
- ☐ Learn from User Feedback
- ☐ Show the Sources and Logic Behind Every Answer

## **Easy Integration with Service Ecosystems - APIs/Connectors**

- ☐ CRMs
- ☐ Field Service Management Software
- ☐ Warranty Systems
- ☐ ERPs

## **Security, Governance, and Explainability - Controls and Safeguards**

- ☐ SOC2
- ☐ Role-based Access
- ☐ Explainable AI Outputs and Audit Trails

## **Multi-Channel/Modal Support**

- ☐ Voice Capability
- ☐ Web-based Function
- ☐ SMS/Text Capability
- ☐ Visual Troubleshooting
- ☐ Offline Functionality

## **Time to Value and ROI Metrics - Measure Impact Quickly**

- ☐ Proven Deployments
- ☐ Use Case Accelerators
- ☐ Low Setup Overhead



We invite you to use this capability checklist to evaluate your options, score potential platforms, and identify where value can be unlocked in your service operations. Start small, align your roadmap to real business outcomes, and scale Service AI where it delivers the biggest impact.

## Why Circuitry.ai

Circuitry.ai's Decision Intelligence platform is purpose-built to meet the needs of complex service operations in manufacturing. It combines all ten capabilities listed above to drive accuracy, speed, and consistency across the service lifecycle.

**Book To See For Yourself**

