

A Field Technician's Day with AVA



BEFORE WORK: EVEN BEFORE HE REACHES THE CUSTOMER

John: “AVA, what do we know about this job?”

AVA: “The customer has reported a recurring pressure issue. I’ve pulled up the service history, previous repairs and equipment details.”

John: “Has anyone worked on this machine recently?”

AVA: “Yes. It was serviced three months ago. The same component was inspected, but not replaced.”

DURING WORK: AT THE CUSTOMER'S SITE

John: “AVA, identify this.”

AVA: “Asset identified. I’ve matched it with the correct model, service records and relevant procedure.”

John: “Where should I start?”

AVA: “Based on the fault and service history, begin with the pressure valve. I’ll guide you through the checks.”

John: “AVA, I need an expert.”

AVA: “Connecting you with a specialist. They can see what you see, and I’ve shared the service history and your inspection so far.”

John: “This isn’t what I expected.”

AVA: “I found two similar cases involving this model. Both were caused by a secondary valve failure.”

AFTER WORK: WHEN THE JOB IS COMPLETED SUCCESSFULLY

John: “The secondary valve was faulty. It’s been replaced.”

AVA: “Repair recorded. I’ve updated the service history with the fault, the action taken and the evidence captured during the visit.”

John: “I still need to file the service report.”

AVA: “Already preparing it. I’ve compiled the job details, diagnosis, repair actions, parts replaced and supporting evidence for your review.”

John: “Looks good. File it.”

AVA: “Report submitted and linked to the asset’s service history.”

UNFOLDXR + AVA

Prepare before the visit. Get guided at the site. Leave the next technician better informed.

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