

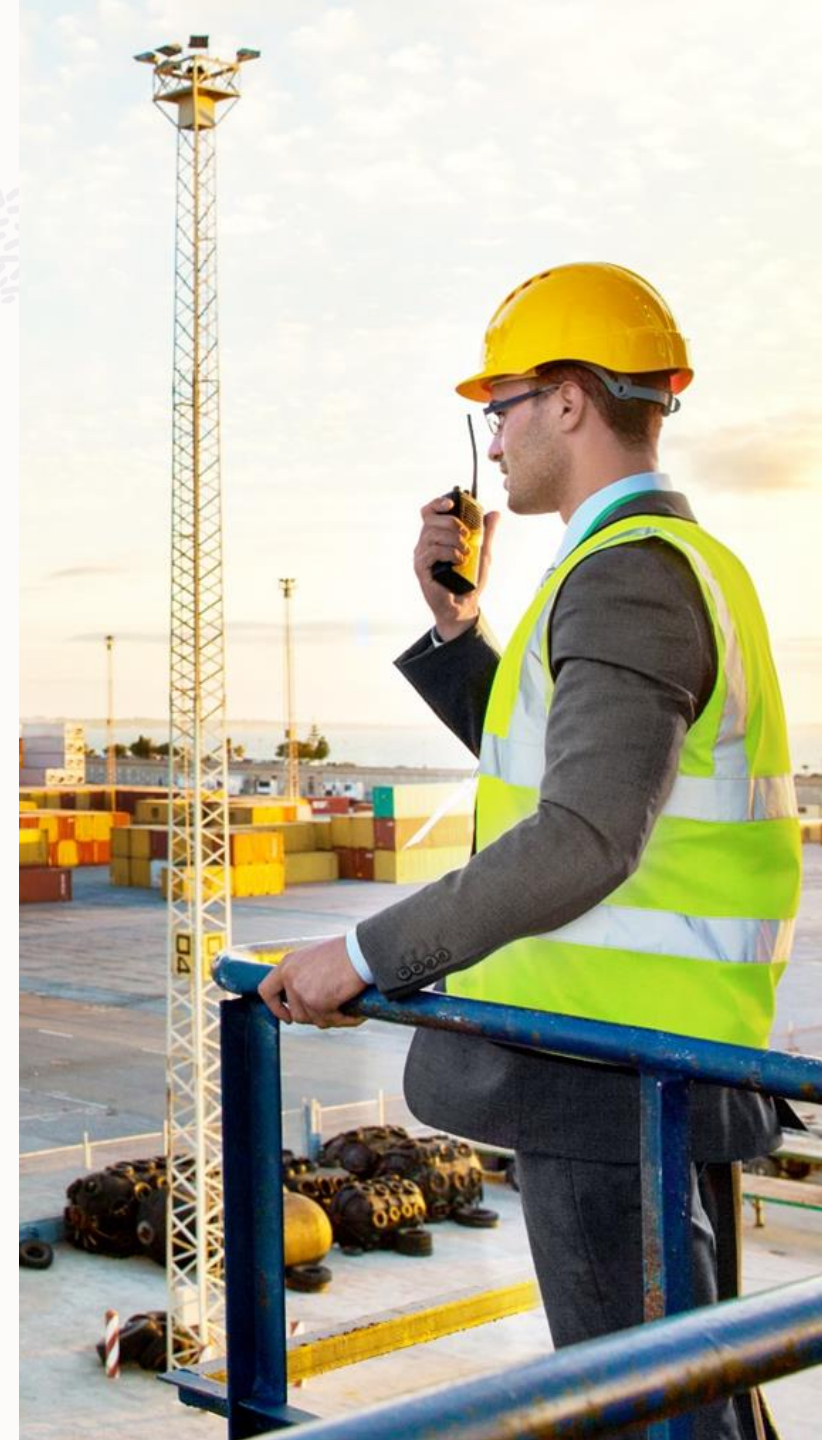
Intelligent Advisor for Asset Based Service

Give experts the ability to update guides and automated processes with current product information and business terms.

Service organizations in asset-intensive industries face complexity every day. Inspection and maintenance requirements constantly evolve as new products are introduced and new issues are discovered. Especially in locations where no mobile connection is available, it is crucial to make accurate servicing and warranty decisions.

[IoT telemetry](#) presents an opportunity to delight customers with preventive care. But it can be hard to process telemetry events in a way that always reflects the latest business and product strategy.

What is needed is a solution that empowers experienced product and business specialists to capture detailed guidance and rules in a form they can be used everywhere they are needed. The best time to resolution requires detailed forms to be included with every work order that are available even with the agent's mobile device is offline. Powerful easy to update rules that automatically triage and route IoT events can help ensure every customer's service expectations can be exceeded.



Companies grapple with the daunting task of ensuring every team and process has access to up-to-date asset-servicing procedures process

Avoid Mistakes and Delays

Outdated or incomplete guidance can result in costly return visits, contract disputes, and potential regulatory fines, especially as new technicians are entrusted with more complex service tasks.

Streamline IoT Issue Management

Efficiently addressing device issues from IoT event streams can be intricate. Empowering product experts to maintain automated decision systems presents a considerable challenge.

Simplify Warranty Management

Juggling warranty conditions that vary by customer, dealer, distributor, or country can be a headache. Agents may inconsistently interpret what's covered, leading to customer dissatisfaction and financial inefficiencies. Accurate determinations are essential to ensure smooth operations.

A failed first visit leads to an average of

2.75 total visits
to resolve the service issue

Intelligent Advisor for Asset-based Service: Your Path to Precision and Confidence

Intelligent Advisor empowers your experts to maintain the most current product details and commercial terms, ensuring your processes remain up to date.

Real-time Updates at Your Fingertips

Product experts can swiftly publish and share the latest servicing information for new products and emerging issues. Tailored to specific geographies and customers, this guarantees precise, up-to-the-minute decision-making both in the backend and out in the field.

Seamless Support for Field Agents

Field agents can navigate tailored guides with

confidence, even when faced with the most intricate servicing tasks. Whether they're in a remote location with no mobile connection, they'll have access to job-specific information, ensuring accurate, first-time task resolution.

Confidence in Warranty Management

Service Managers can rest easy, knowing consistent conditions are in place for warranty work, aligning with each customer's unique terms. Additionally, work orders are automatically prioritized for suitably triaged IoT events, streamlining your service processes. With Intelligent Advisor, precision and confidence go hand in hand.



Unlock the Power of Intelligent Advisor

In a nutshell, Intelligent Advisor gives your product experts the reins to maintain field servicing tasks, conditions, and rules, ensuring everything stays current and aligned with each product model and configuration.

Seamless Integration, Infinite Possibilities

Our integration options make Intelligent Advisor a versatile addition to any phase of the asset service lifecycle. The result? Reduced costs and heightened customer satisfaction. With Intelligent Advisor the possibilities are endless, and the benefits are substantial.

Oracle is a Leader in service life cycle management

Learn why Oracle is a Leader in IDC MarketScape: WW Manufacturing Service Life Cycle Management. [Read the report](#)

Oracle Intelligent Advisor product tour

Discover Oracle Intelligent Advisor for Asset Based Service. [View the demo](#)

