

# AI That Cuts Service Costs by 20%

Leading industrial service teams trust InsightLoop to resolve cases faster and reduce resource waste across the entire service process, from self-service to field work.

## Self-Service



### Empower Customers to Help Themselves

- Resolves common issues and routes requests
- 24/7 guided support
- Deflects tickets

## Service Center



### Real-time Support for Agents

- Real-time guidance during customer calls
- Smart ticket & email automation
- Faster case handling, less escalations

## Field Work



### Get Repairs Right the First Time

- Identifies root causes and needed parts
- Voice-generated service reports in minutes
- Cuts part waste

## Why it Works



- **Plug & play:** InsightLoop integrates with existing tools
- **Human-in-the-loop:** Explainable AI that improves with feedback
- **Outcome driven:** Measurable ROI in hours saved, escalations reduced, and fewer parts used.

## Business Impact



### Cost Reduction

- 20% lower service costs
- 25% fewer incoming cases

### Time Savings

- 30 minutes faster resolution per case
- 10% agent time saved through automation

### Field Efficiency

- +10% first-time fix rate
- -15% parts used

### Knowledge & Insights

- 40% faster access to technical info
- 90% user trust in AI guidance

Sources: Client interviews, workshops and projects. KPIs may vary depending on business case.

Explore what you could save on [www.insightloop.com](http://www.insightloop.com) and get in touch.