



# PTC Service Knowledge and Diagnostics



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## Accelerate Issue Resolution with Connected Interactive Diagnostics

Service businesses are plagued by ineffective and uncoordinated issue diagnostics, resulting in unnecessary technician dispatches or parts returns and high rate of “no fault found.” The PTC Service Knowledge and Diagnostics solution features connected interactive diagnostics that automates issue diagnostics and enables remote diagnostics of smart, connected products (SCP) with an intelligent knowledge base system. This connected solution enables accurate and precise problem resolution within global technical service operations. It reduces product failures and accelerates diagnostic processes by leveraging connected machine data.

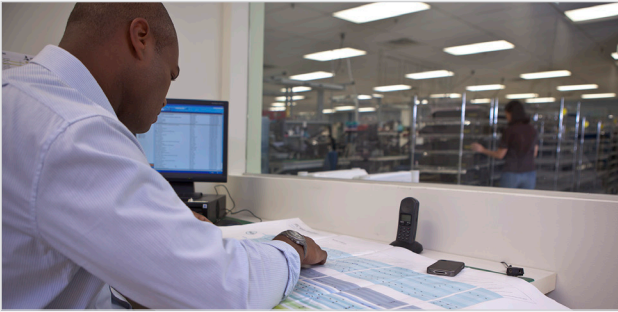
Customers using PTC’s Service Knowledge and Diagnostics solution utilize automated and interactive connected diagnostics capabilities to greatly reduce unscheduled product downtime.

### PTC Service Knowledge and Diagnostics Business Benefits

- Increased service call and dispatch avoidance by 20+ percent
- Improved equipment uptime
- Higher customer satisfaction
- Reduced service and warranty costs
- Reduced diagnostic steps per call by 40 percent
- Improved resolution time by 20-75 percent
- Real-time sharing of new solutions

## Comprehensive Capabilities:

The PTC Service Knowledge and Diagnostics solution is specifically designed for precision problem resolution within global technical service operations employing smart, connected products. This solution enables your organization to diagnose service issues at the contact center, during remote service or field service, through depot operations and via self-service, as well as coordinate and audit diagnostics as issues transfer between technicians, partners, and service groups.

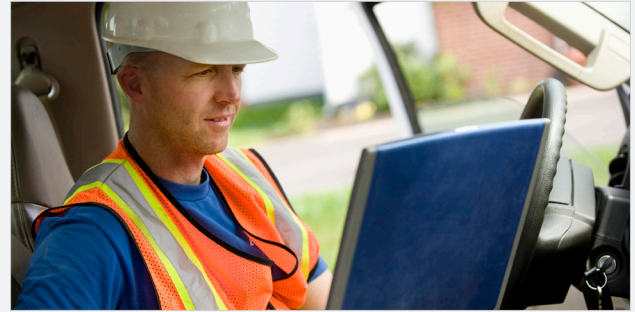


**Identify and diagnose service issues at contact center, remote service, field service, depot operations and via self-service:**

- Multi-channel access (self-service, call center, remote technician, field technician)
- Off-line mode for field technicians
- Structured ontology of knowledge, the “Domain Model” for high precision search
- Free text search with clarification questions and understanding of user jargon, spelling mistakes, and synonyms
- Dynamic interactive questioning
- Actionable solutions rather than long documents

**Automate issue diagnostics and initiate best service responses with connected interactive diagnostics:**

- Pre-emptively detect product issues and conditions
- Automatically perform initial diagnostics and recommend best service response
  - Service response examples: Perform remote service, conduct additional remote diagnostics, dispatch a service technician, provide customer “self-service” specific actions
- Improve interactive diagnostics processes by incorporating connected machine data
- Capture installed base product conditions to identify issues



**Coordinate and track diagnostics as issues transfer among technicians, partners, and service groups:**

- Diagnostics Session tracks all diagnostics, verification, and repair activity
- Technician and workgroup work list
- Notes and attachments
- Detailed audit trail
- Service Session history by equipment
- Synchronization of on-line and off-line activity
- Reports to analyze usage & content

**Author and refine knowledge for continuous effectiveness:**

- Web-based authoring interface
- Structured applicability tagging for high accuracy
- Advanced authoring and approval workflows
- Ad-hoc authoring of supplemental information
- Multi-language with manual and machine translation workflows
- End-user feedback and ratings on the knowledge articles
- Reports on knowledge gaps and usage



## Transforming Service with PTC Service Lifecycle Management

The potential for service revenue continues to grow along with customer expectations. PTC Service Lifecycle Management (SLM) combines industry-leading IoT platform technology with best-in-class service solutions to reduce unplanned downtime, increase equipment availability and deliver the world-class service your customers demand. Together with PTC, your service organization can make smarter decisions by analyzing your service and product data in real-time, differentiating your service offering by improving service delivery and helping redefine value for your customers and your organization with outcome based service offerings.

### PTC Global Services

- A Value Centric Engagement Model ensures cross-organizational alignment on key business objectives, a detailed roadmap that connects business need with technical feasibility, and clear accountability for program governance and decision making
- Ensures that PTC technology is aligned with your strategic business requirements, best practice processes, and organizational constraints
- Adapts to your priorities while minimizing deployment risks, accelerating time to value, and increasing flexibility for future organizational needs
- Role-based adoption programs enable a customized approach tied directly to the deployment roadmap and to individual and work group needs for process improvement



**To learn more** about the PTC Service Knowledge and Diagnostics, please visit:  
[PTC.com/service-lifecycle-management/knowledge-management/diagnostics](https://ptc.com/service-lifecycle-management/knowledge-management/diagnostics)



We provide technology solutions that transform  
how customers create, connect, operate, and service products

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