

ServiceMax AI

Smarter service decisions with GenAI that just works

ServiceMax AI is a purpose-built, generative artificial intelligence (GenAI) solution designed to transform service operations. Embedded directly into the tools your teams already use, it empowers technicians, dispatchers, remote engineers, and back-office staff to work smarter—not harder.

With ServiceMax AI, users can:

- **Get instant answers** to complex service questions through natural language chat
- **Automate time-consuming tasks** with AI-driven actions that streamline workflows and reduce manual effort

Whether you're in the field or the back office, ServiceMax AI helps you stay proactive, precise, and profitable.

Features that get service teams started fast with AI

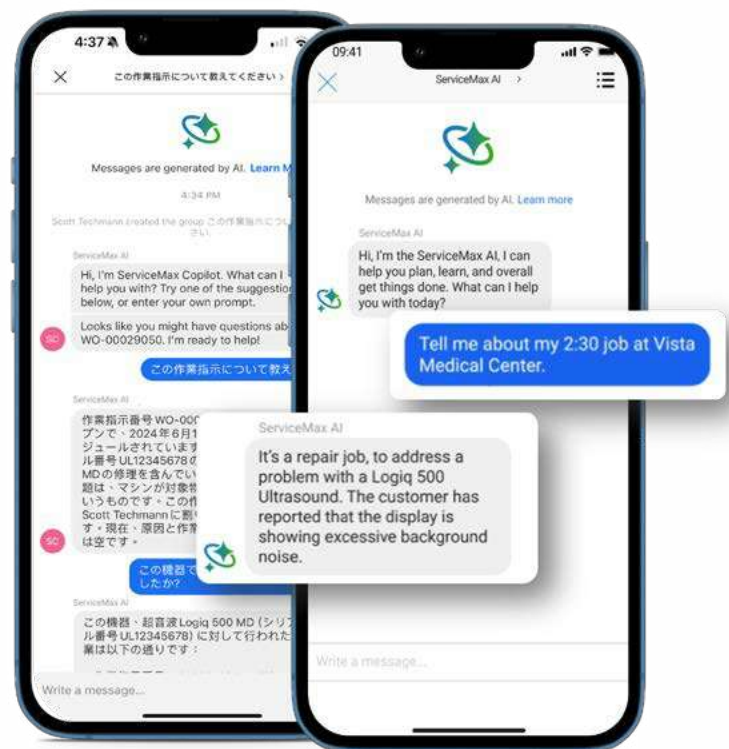
AI Chat: A conversational assistant built into ServiceMax Go for technicians, and ServiceMax on the Web for service planners, managers, and other office staff

Value we deliver:

- Improve team performance and faster issue resolution
- Reduce time searching for service information

Capabilities:

- Supports natural language queries like:
 - "What issues has this machine had before?"
 - "Who last serviced this asset?"
- Provides seamless access to service history, documents, and knowledge
- Understands the context of questions to access records (e.g., Work Order, Asset, Location) for responses
- Supports multilingual translations (20+ languages)



- 1 Launch AI chat from any record
- 2 Ask a question in any language
- 3 Get a response, instantly

AI Actions: Configurable prompts predefined using natural language and used in service workflows with a single tap

Value we deliver:

- Reduce time spent on administrative service tasks
- Increase employee satisfaction
- Minimize IT effort and boost business agility

Capabilities:

- Seamless experience—no prompt engineering required
- Modify and create workflows with natural language
- Event-driven AI for automating record updates (e.g., work execution summary for customers)
- Configuration and testing tools for AI action output

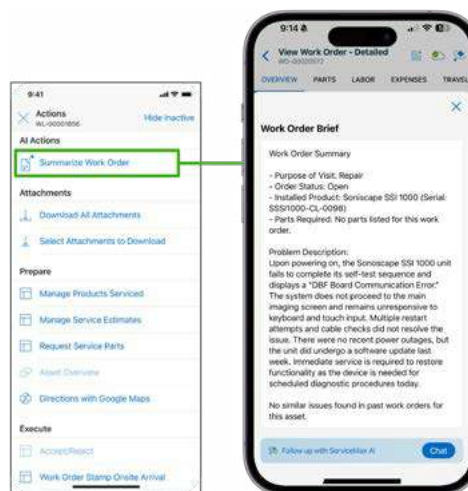
AI Gateway & Console: Service-ready AI infrastructure and centralized administrative tools

Value we deliver:

- Rapid deployment of AI capabilities
- Greater administrative agility

Capabilities:

- Powers secure, scalable AI with Azure OpenAI
- Upholds privacy policies by limiting data retention
- Supports dynamic query generation and Salesforce integration
- Ensures safe, governed AI usage with built-in guardrails and Retrieval Augmented Generation (RAG).
- Tracks and audits AI usage



- 1 Configure pre-defined AI Action
- 2 Assign it to a workflow
- 3 Provide info. with a tap

Why ServiceMax AI?

ServiceMax AI isn't just tooling to build agents for experimental "proof-of-concept" projects—it's AI designed from the ground up by service experts who want to put the power of AI into the hands of service teams, today. Here's why it's different.

It's built for service

- **Incorporates deep domain knowledge:** ServiceMax understands service processes and where GenAI can have maximum efficiency impact.
- **Driven by service data:** ServiceMax AI accesses the most detailed set of service data in ServiceMax and other repositories.
- **Developed for service teams:** ServiceMax takes what works for service teams like integrated workflows and builds GenAI into the tools they love and use daily.

It's ready to use and scale

- **Provides a fast start:** Its infrastructure was designed with configurability in mind—no development is required.
- **Scales with you:** It has dedicated tools for administration—allowing for quick cycles of testing and improving AI powered workflows (AI Actions).
- **Secure out-of-the-box:** Access permissions are built in and are configurable for service team members and the data they use.

About PTC (NASDAQ: PTC)

PTC unleashes industrial innovation with award-winning, market-proven solutions that enable companies to differentiate their products and services, improve operational excellence, and increase workforce productivity. With PTC, and its partner ecosystem, manufacturers can capitalize on the promise of today's new technology to drive digital transformation.