

Aquant Powers the Entire Service Journey

From 'something's wrong' to final fix, Aquant supports every step of the service journey.

Let's walk through how customers, tech support teams, and field technicians use Aquant.



Customer Experience



Contact Center /
Tech Support Experience



Field Technician Experience



Explore the
workflow



Customer Experience

Customer Initiates the Service Request



New Message

To acme.support@aquant.ai

Subject Vacuum Pump Not Maintaining Pressure

Our **A-JJ8951432** unit’s vacuum pump is losing suction and the pressure gauge fluctuates.



Reply from Aquant

From acme.support@aquant.ai

Subject Your case has been created #35235

Recommended Next Steps:

- 1. Check for loose vacuum fittings
- 2. Inspect pump seals
- 3. Restart unit

Don't want to wait? Call AI Assistant, Roger


Hi! How can I help you?




I tried the solutions from the email. What else can I try?

Roger
+1 (227) 265-1567



Customer sends an email

The customer reports an issue with their vacuum pump.



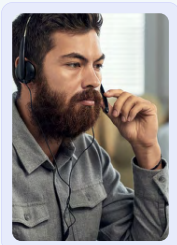
Aquant automatically creates a case & intelligently responds

CRM receives the email and triggers an automated response with recommended next steps.



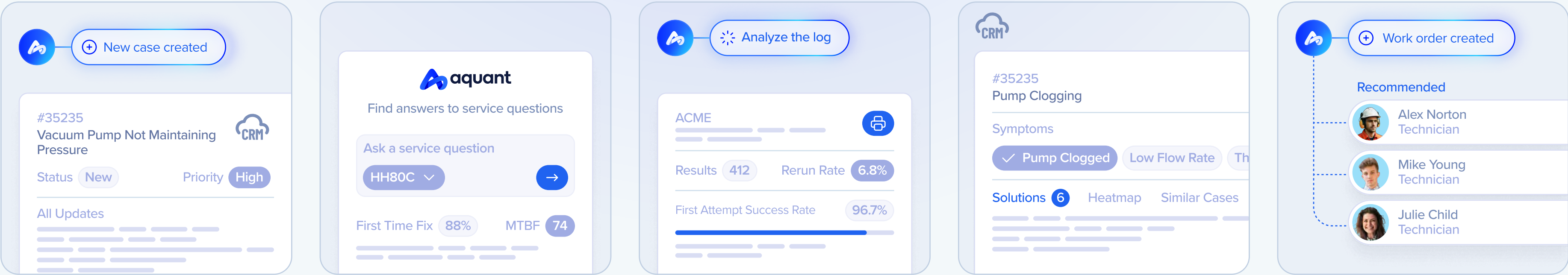
Customer can't resolve on their own, calls AI Assistant, Roger

After attempting recommended steps without resolution, the customer calls Roger, Aquant’s Voice AI for guidance.



Contact Center / Tech Support Experience

Issue Escalated to Tech Support



AI Assistant, Roger, escalates to tech support

Roger determines need for further assistance and transfers customer to tech support who pulls up case information and takes over.



Tech support launches Aquant from CRM

Tech support opens Aquant for deeper insight.



Tech support analyzes log file

Tech support uploads customer-provided log to get more insight.



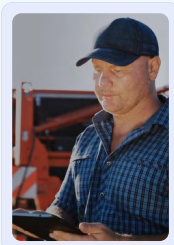
Tech support starts remote troubleshooting

Tech support begins guided troubleshooting but realizes case requires an onsite visit



Requires onsite technician, work order creation

Aquant confirms next steps, part needs, creates a work order and assigns a technician.



Field Technician Experience

Onsite Resolution



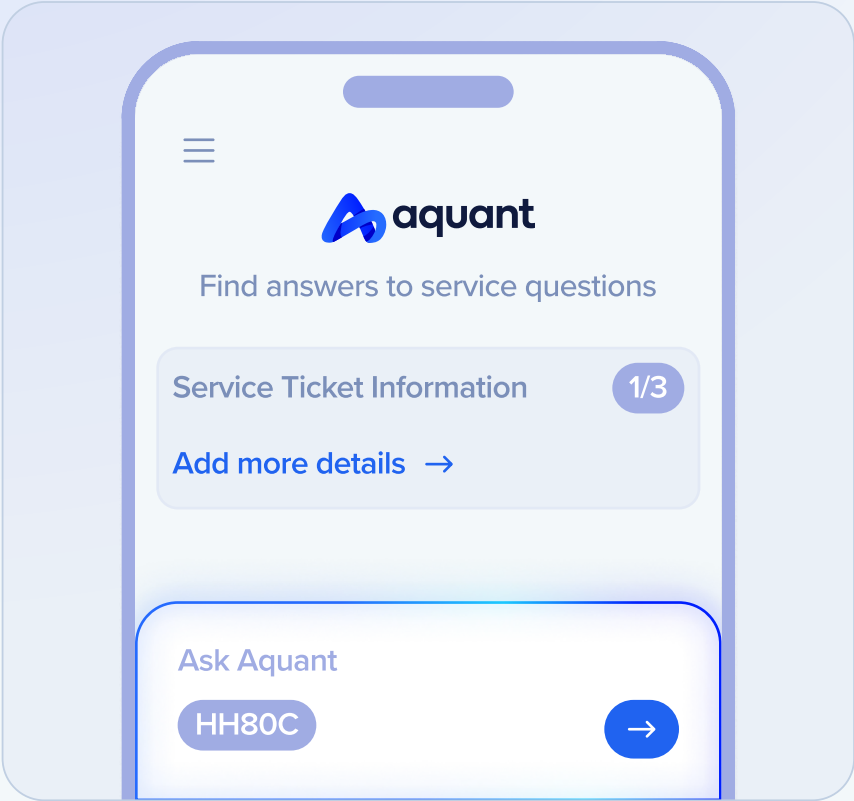
Technician receives the work order via email

The technician is notified with job details and next steps.



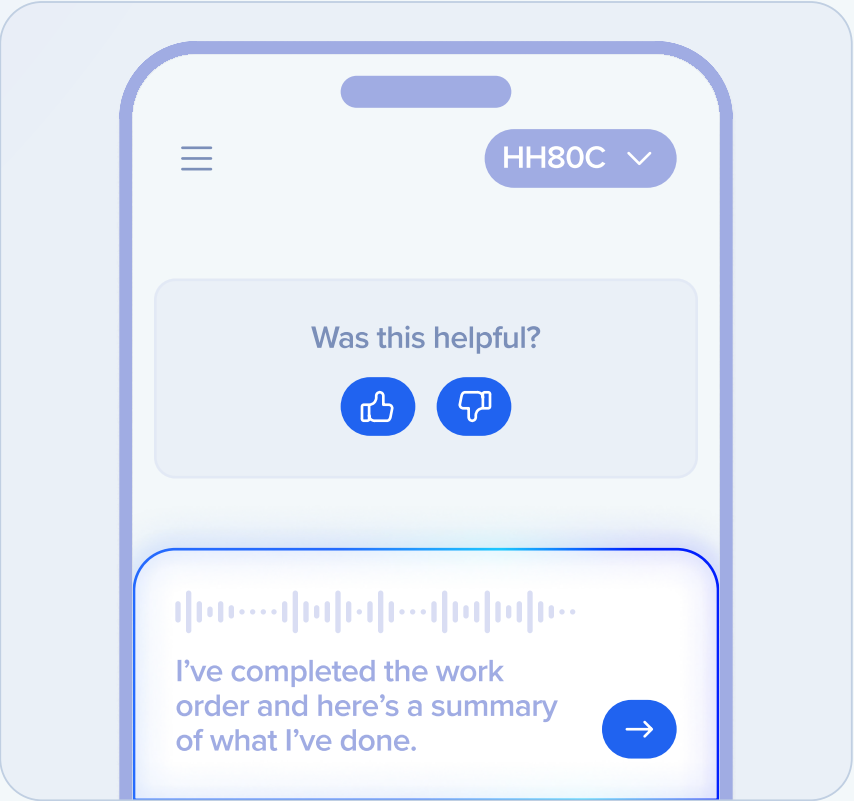
Technician calls AI Assistant, Roger on the way to job site

The technician receives an over-the-phone briefing while driving to job site.



Technician uses Aquant's mobile app onsite

The technician continues troubleshooting using the mobile app, resolves issue, and completes preventative maintenance on nearby assets before leaving job site.



Work order complete!

Aquant summarizes and closes the work order after resolving issue

Technician dictates the work performed via voice-to-text. Aquant automatically summarizes, updates the case, and closes the work order (following job protocol).



Go beyond service...

Aquant helps your service team quickly resolve customer issues and troubleshoot complex problems, and supports use cases far beyond service.

Sales, marketing, product, finance, and every other customer-facing or operational team can tap into Aquant's AI agents to access shared data and expert guidance, work faster, make smarter decisions, and deliver better outcomes for customers across the business.



Sales



Finance



Marketing



Manufacturing



Product &
Engineering



Quality

Access by

 WEB

 MOBILE

 PHONE CALL

 OFFLINE

 EMBEDDED IN TOOLS

 API ACCESS

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