



Customer-Specific LLM Development

AI Innovation

ABOUT US : **Klassifier**



Effortless AI Analysis

Founded in 2016, Klassifier simplifies the transformation of voice and text data into actionable insights through diverse AI models, enabling users to seamlessly process and analyze data without any coding.



Industries We Serve

We serve industries like telecommunications, insurance, and finance. In telecommunications, we collaborate with a leading company in Turkey to address business needs and optimize operational efficiency.



Our Expertise and Services

We provide enterprise software solutions and advanced artificial intelligence services, offering scalable, customized solutions to streamline operations and unlock insights across industries.

PROBLEM: Real-Time Technical Advice for Field Service Employees



60%–70%

Field service employees report delays in resolving issues due to a lack of real-time technical support.

45%–55%

Existing systems fail to provide context-sensitive insights, leading to misinterpretation of critical technical data.

10%–15%

Increase in operational costs occurs due to prolonged service times per call.

20%–25%

Drop in customer satisfaction scores results from poor technical advice

SOLUTION: Customer-Specific LLM Development

Standard Large Language Models (LLMs) lack the industry-specific customization needed to address specialized organizational requirements. Our **Customer-Specific LLM** overcomes this limitation by offering tailored, context-aware AI solutions designed to meet the unique needs of field service teams.



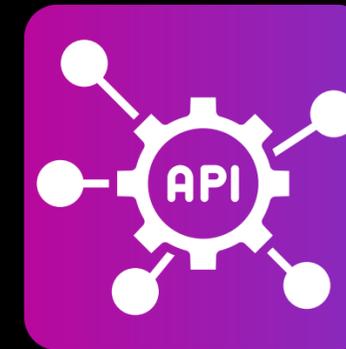
Context-Sensitive Data Interpretation

The model analyzes and interprets technical data specific to the task at hand, providing employees with actionable advice in real time.



On-Demand Technical Guidance

Offers instant, accurate solutions by processing equipment manuals, troubleshooting guides, and historical repair data.



Seamless Integration

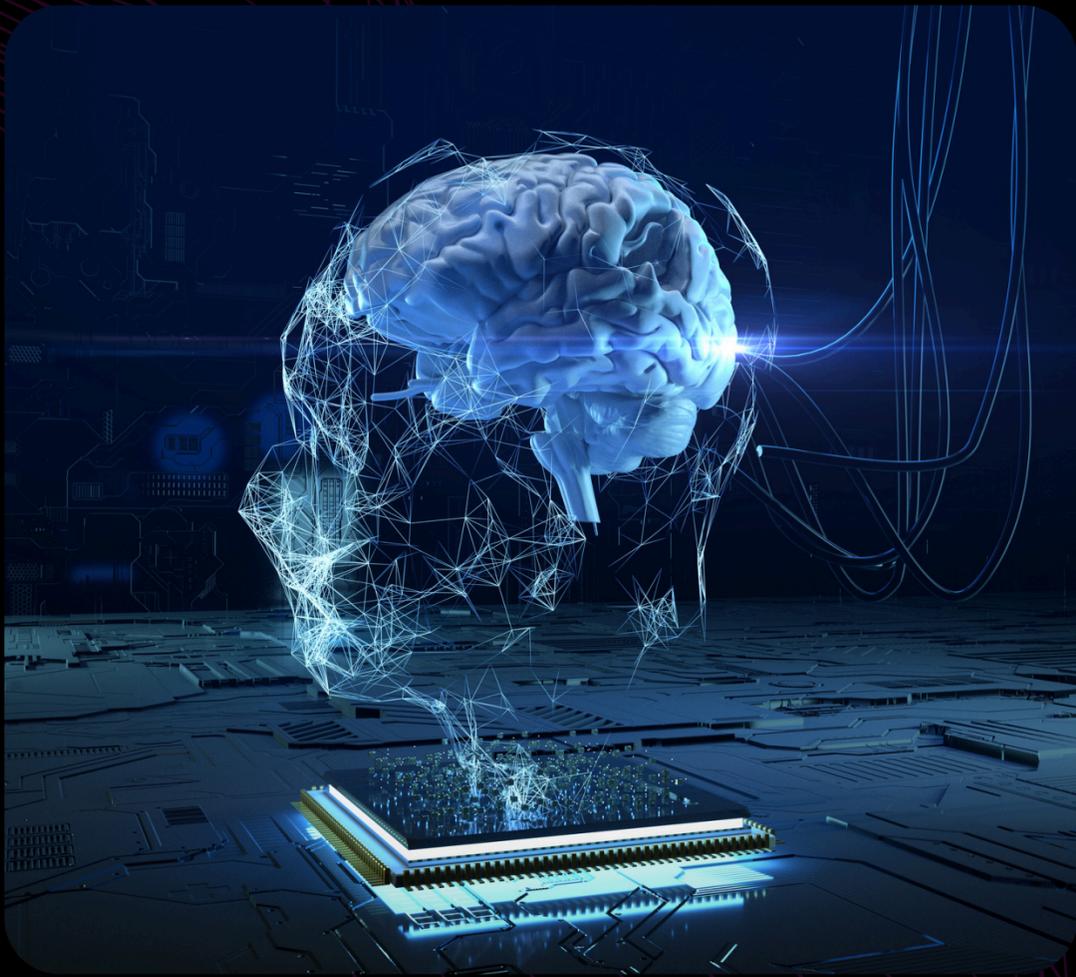
Integrates seamlessly with various field service apps, ensuring easy accessibility and support during on-site tasks.



Continuous Learning

The LLM adapts and improves over time by incorporating feedback from employees, ensuring consistent accuracy and relevance.

ANTICIPATED OUTCOMES



30%–40%

Reduction in service resolution times through real-time, context-aware technical advice.

20%–25%

Increase in field staff productivity, enabling more tasks to be completed in less time.

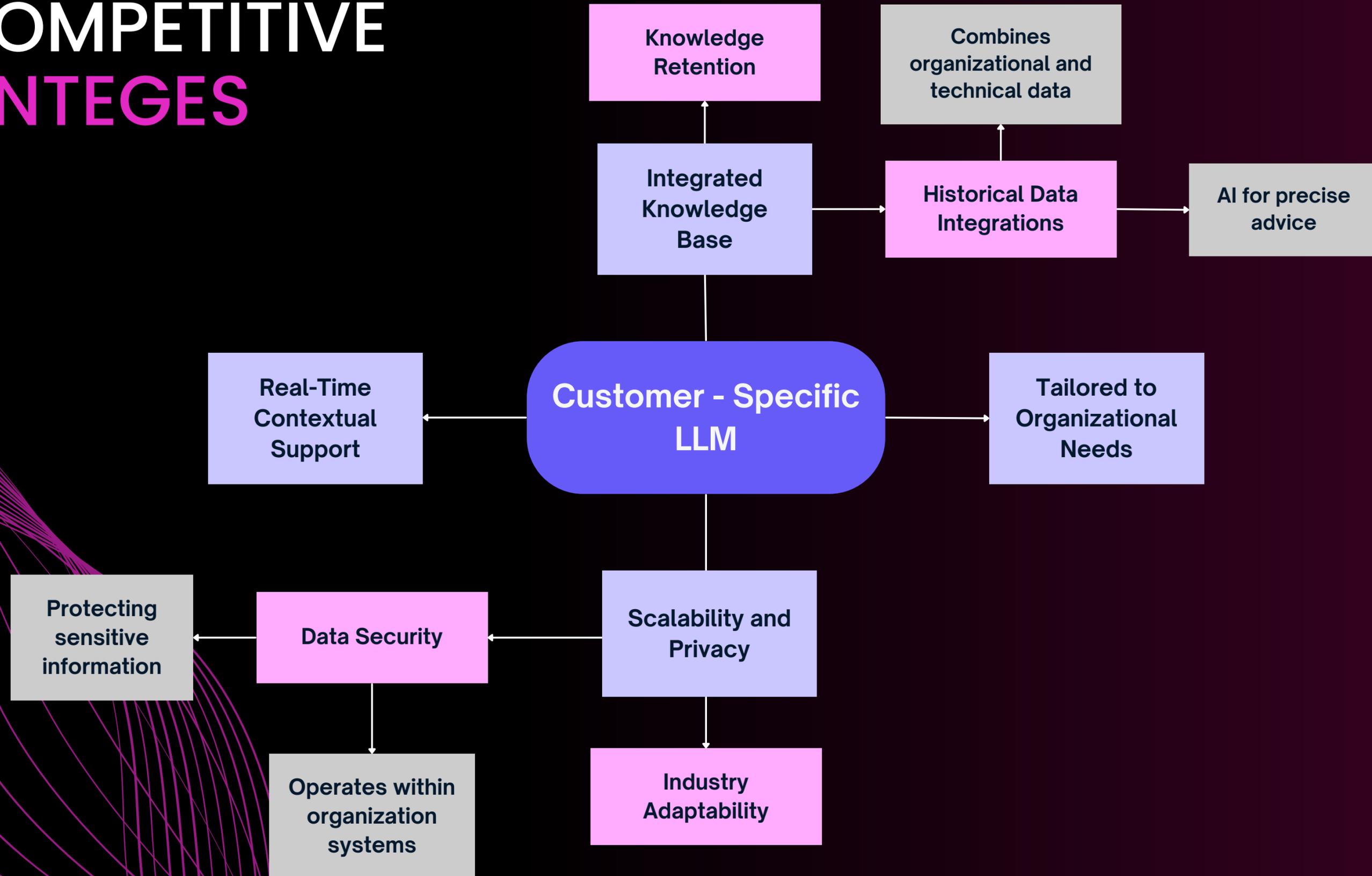
15%–20%

Boost in customer satisfaction scores due to faster and more accurate issue resolution.

10%–15%

Cost savings by minimizing downtime and optimizing resource utilization.

KEY COMPETITIVE ADVANTAGES



USE CASE: Enhancing Efficiency with Real-Time Technical Guidance for Field Service Teams

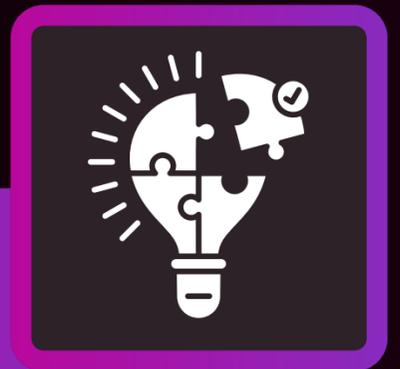
Challenge

Field service employees face delays due to a lack of real-time guidance and context-aware data, leading to inefficiencies and longer service times.

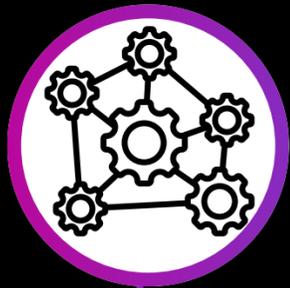


Solution

Customer-Specific LLM Development integrates into workflows, providing real-time, task-specific advice by analyzing manuals, logs, and contextual data for accurate on-site guidance.

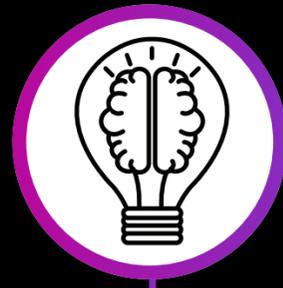


PROCESS: Utilizing Real-Time Technical Advice with LLM



Data Upload and Configuration

Equipment manuals, repair logs, and troubleshooting etc. guides are uploaded to the LLM.



Real-Time Guidance for Field Employees

Employees receive step-by-step guidance for complex issues in real time



Continuous Learning from Field Feedback

The system learns from employee feedback to improve accuracy and relevance over time.

Step 01

Step 02

Step 03

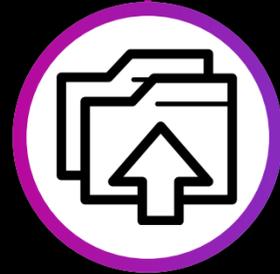
Step 04

Step 05

Step 06

System Integration Completed

Customized LLM integrates seamlessly with field service apps and existing systems.



Knowledge Structuring

The LLM learns organizational terminology and past issues, organizing them into an integrated knowledge base.



Problem-Specific Data Interpretation

The model analyzes context-specific technical data to ensure accurate interpretation.



EXAMPLE SCENARIO



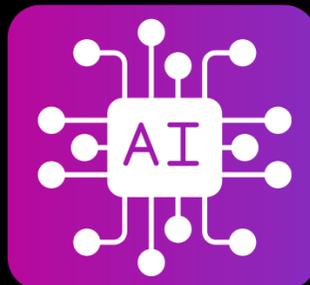
A utilities company integrates Customer-Specific LLM into its field service app.



During an on-site repair, an employee encounters a complex issue with outdated equipment.



The LLM processes the equipment manual, recent repair logs, and contextual data to provide step-by-step troubleshooting guidance.



The issue is resolved 35% faster, improving customer satisfaction and reducing service downtime.



THANK YOU



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