LogicNets Expert Decision Support Automation
for Technical Support & Field Service Organizations

Excel at anything
Expertise without limits

LogicNets
Is Search really the future of Support?

Expanding Search With Automated Knowledge Delivery

Access to expert knowledge is critical for high quality support. But even organizations with established shared knowledge repositories struggle to deliver the right expert knowledge at the moment it is needed. With most knowledge stored as prose, search technology focusing on key words has become the default tool to help Support reps find relevant information and apply it to their customers’ problems. However, for complex scenarios Search is simply not a complete or reliable solution. With hundreds or thousands of results, can Search really be trusted to guide reps or customers to the optimal resolution? Should reps be called upon to build the right search and translate prose-based instructions into the precise actions for resolution? Is search even viable for reps with mobile devices? Furthermore, what if your best practices exist as “tribal knowledge” stored only in the heads of the experts rather than in a sharable or searchable repository?

Because of these shortcomings, organizations are looking for a better way to capture and deliver knowledge. Expert Decision Support Automation revolutionizes an organization’s ability to capture its expert knowledge while automating and structuring how it is delivered so that all reps come across as experts. The technology can even be exposed to customers to provide controlled and expert self-service. The emergence of Expert Decision Support Automation signifies a new era of improved customer satisfaction.
LogicNets Expert Decision Support Automation

The LogicNets Expert Decision Support software platform is a strategic, web-based platform that automates the process of capturing and sharing expert knowledge and best practices. It integrates bi-directionally with existing infrastructure, such as the CRM, ERP, asset management, or PBX phone systems. At its core, LogicNets automates and structures diagnostic workflow via the web so that non-expert staff, and even customers, can be guided accurately through the correct series of diagnostic steps to determine and resolve issues. LogicNet connects to resources in your knowledge bases or can provide its own centralized LogicNets Knowledge Center. The system works in both deterministic and dynamic modes, dynamically predicting the most probable outcomes and navigating users through potentially complex scenarios to issue resolution. The system is heuristic, constantly recalculating optimal resolution pathways based on historical data so that the accuracy of the system is maintained even as products and environments change. And LogicNets does all this as a web-based service so that potential users with a wide range of roles, locations, and access devices can comfortably execute your best practices.

Expert Knowledge Delivered in Your Organization’s Image

You can deploy applications developed with LogicNets using any format and layout options supported by your web browser. As the examples below demonstrate, LogicNets users typically create applications that blend seamlessly with their branding and user interface standards.
Visual Design Makes Deployment Easy

LogicNets makes capturing and automating expert knowledge extremely easy. It provides a visual workflow design environment, preempting any need to program. Technical Support experts create logic flowcharts by dragging and dropping elements on the screen and double-clicking on them to set and edit parameters. As a designer constructs a flow of logic, he can quickly and easily test his application and simulate the user experience without code compilation of any kind.

Instant Delivery and Collaborative Feedback

Once designed and tested, a LogicNets-based application is published and made available to users. The system also requests and collects structured user feedback. Once published, the system tracks usage history and learns heuristically, applying user input and system details to improve predictive diagnostics. As the LogicNets-based application works in production, the system applies and constantly recalibrates the weights and probabilities of different possible resolution paths, growing more accurate over time and greatly reducing knowledge article maintenance requirements.

LogicNets Core

At LogicNets’ Core is a powerful decision engine lets you easily create, share, and manage web-based apps, addressing any number of process workflow pain-points. These include troubleshooting scripts, configurators, calculators, assessments, and much more. The LogicNets Core includes the designer interface, the web-publishing function, system user management, and reporting.
Tech Support Framework Applications

LogicNets provides “Frameworks” to automatically package your modeled decision-making and diagnostic logic in a robust infrastructure that optimizes your application for full-scale production use. Our Support Center Framework for technical support and field service applications provides powerful features for security, scalability, structured workflow, guided navigation, advanced analysis and heuristics functions, integration with external systems and resources, and much more. By leveraging the framework infrastructure, you can focus on using LogicNets to model just your core business logic without worrying about how to bring it securely and reliably to a large audience.

Tech Support Framework Modules

LogicNets provides advanced function modules to further enhance the Tech Support Framework, including:

**Predictive Diagnostics** enables advanced trouble-shooting by modeling multiple diagnostic pathways and displaying the most likely solutions in real-time. The system learns heuristically which greatly reduces the cost and effort of knowledge base maintenance.

**Knowledge Center** integrates knowledge management within the expert system including the ability to capture and maintain content, search and navigate, regulate and control access, and manage interactive user feedback.

**Remote Device Monitoring** automates the connection to and collection of data from remote sources, allowing the systems and equipment being supported to directly report status and diagnostics information.

**Embedded Device Support** allows LogicNet applications to run as stand-alone executables on the supported devices themselves to perform hands-off expert decision support and enable pro-active maintenance.

**Web Services** enables secure interaction with other infrastructure components, such as SharePoint, SalesForce.Com, or Oracle OnDemand.

**Mobile Device Support** enables your LogicNets applications to make use of powerful remote capabilities on any mobile device: e.g. GPS, camera, barcode and QR scanner

**PDF Generator** provides users the ability to create and print documentation with customized layout and format details from within a LogicNets application.

**Advanced Charts and Graphs** enhances your application with complex statistics, usage reports and other detailed charts displayed in graphical formats, using real-time data.

Tech Support Framework Extensions

The LogicNets Tech Support Framework Extensions extend functionality to additional user classes:

**End-User Self Service** allows appropriate content and components of the system to be presented to end-users for self-service.

**Off-line Field Service** allows field service reps to download a stand-alone instance of the application to their laptops to access full functionality while off-line, re-synching automatically with the central service as well as to the CRM or other systems.
Hosted or On-Prem

LogicNets is available as a cloud-based service, or you can purchase a permanent license and run and administer the platform on your own servers.

System Requirements
- Hosted: none - we provide 24 x 7 availability
- On Premises: Windows or Linux server running standard web services

To Create Applications:
- Any Web Browser
- LogicNets Designer Subscription

To Share Applications:
- Any Web Browser
- Named User, Concurrent User, or Device Subscription

LogicNets - A Clear Return on Investment with Strategic Benefits

LogicNets and the use of Expert Decision-Support Automation offer clear benefits for technical support and field service organizations in virtually all industries. While the tactical results easily justify the deployment of an expert system with a clear return on investment on a project-by-project basis, the strategic value is critical:

- Ensure you accurately capture and deliver expert knowledge with a system that can automatically adapt to changes with minimal maintenance
- Make expert knowledge a true collaborative asset for staff and even customers
- Reduce the exposure caused by undocumented “tribal knowledge” or the risk of “brain drain”.
- Fully leverage your pre-existing large investments in workflow infrastructure with a system that amplifies their value
- Differentiate your company from your competition

With LogicNets, the use of expert system technology as a strategic platform is a no-brainer, with clearcut and rapid returns on investment and extensibility to address a wide range of scenarios.