

AI Virtual Assistant: Revolutionizing automotive support with AI

Say goodbye to downtime. Say hello to AI-powered precision

Traditional repair methods are struggling to support technicians when it comes to the increased complexities of vehicle repair. The intricacies and advanced technologies integrated into modern vehicles demand a new approach to diagnostics and repair.

MSX AI Virtual Assistant changes the game by offering real-time, AI-powered support. This virtual agent offering instant access to critical technical documentation, helping to resolve issues faster, reduce ticket volumes, and enhance customer satisfaction.





AI-driven technical assistance

MSX AI Virtual Assistant receives technician queries and diagnostic trouble codes and instantly retrieves relevant TSBs, repair manuals, and diagnostic information (DTCs).

Key features and benefits:

- **Instant access to technical documentation:** No more searching through manuals—find the right repair information instantly.
- **Multi-language compatibility:** Supports all major languages, making it accessible across global networks.
- **Data migration:** Adapts to both centralized and localized IT infrastructures, supported by OEM databases.
- **Reduced technical support load:** Fewer support tickets mean lower operational costs and faster response times.
- **Faster troubleshooting and repairs:** Technicians resolve more issues on their own, increasing first-time fix rates.
- **Scalability for OEMs and dealer networks:** Built for OEMs, national sales companies, and global dealer networks.

Proven success: Intelligent dealer assistance

To validate AI Virtual Assistant, MSX partnered with a leading, multinational manufacturer to optimize dealer support and streamline the troubleshooting processes.

30% reduction in support tickets

Dealers resolved more issues independently.

15% faster response times

AI-assisted support improved the escalation processes.

Improved technician efficiency

Eliminated the need to navigate multiple systems.

Lower operational costs

Reduced vehicle downtime increased dealer profitability.

Higher customer satisfaction

Faster repairs led to better brand perception.





One AI solution, multiple applications.

While originally designed for OEMs and dealers, the AI Virtual Assistant can also offer significant benefits to other automotive service providers, enhancing their ability to efficiently diagnose and repair a wide range of vehicle issues.

Fleet operators

By optimizing predictive maintenance, service costs can be significantly reduced.

Insurance companies

With AI-powered technical verification, claims processing becomes more efficient and accurate.

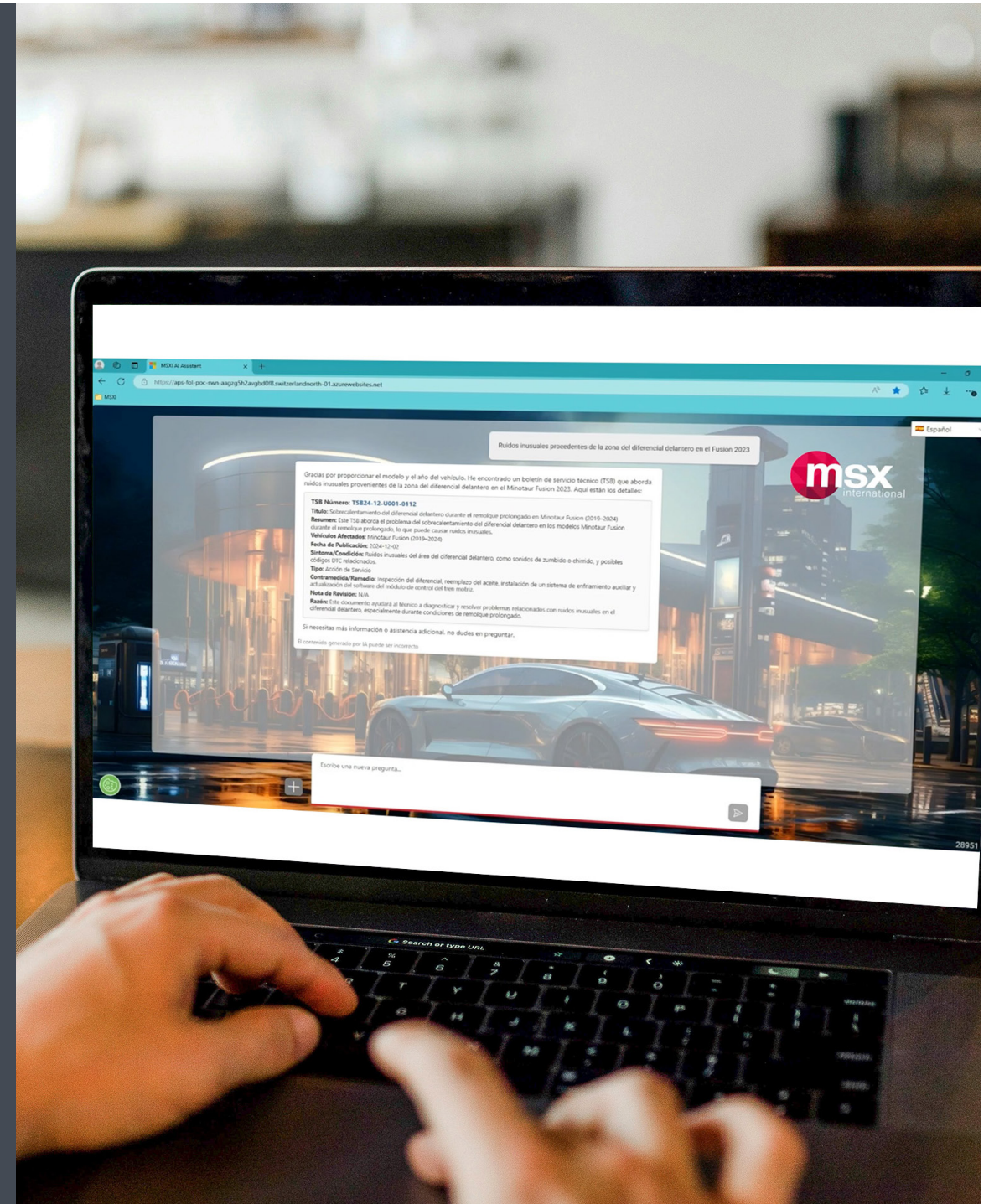
Independent repairers

Fast and accurate troubleshooting is possible without the need for extensive training.

Why choose MSX AI Virtual Assistant?

MSX AI Virtual Assistant stands out in the automotive industry by offering a solution that is purpose-built to address the unique challenges faced by automotive technicians. Unlike generic IT solutions, we combine deep industry-specific knowledge with advanced artificial intelligence, empowering technicians to resolve even the most complex vehicle issues with confidence and efficiency.

Our superior, purpose-built solution sets new standards in the automotive industry. Experience the difference that industry-specific AI can make in optimizing your repair processes and delivering exceptional results. By integrating seamlessly with existing systems, MSX AI Virtual Assistant provides access to the most up-to-date information and guidance, ultimately enhancing overall service efficiency, empowering technicians, and improving customer satisfaction.





Experience the future of technical support with AI Virtual Assistant
This isn't just another chatbot—it's a game-changer for the automotive industry!

See it in action. Request a demo today!



www.msxi.com/ai-technical-assistant/

AI-powered support, designed for the future of automotive. Scalable. Efficient. Intelligent.