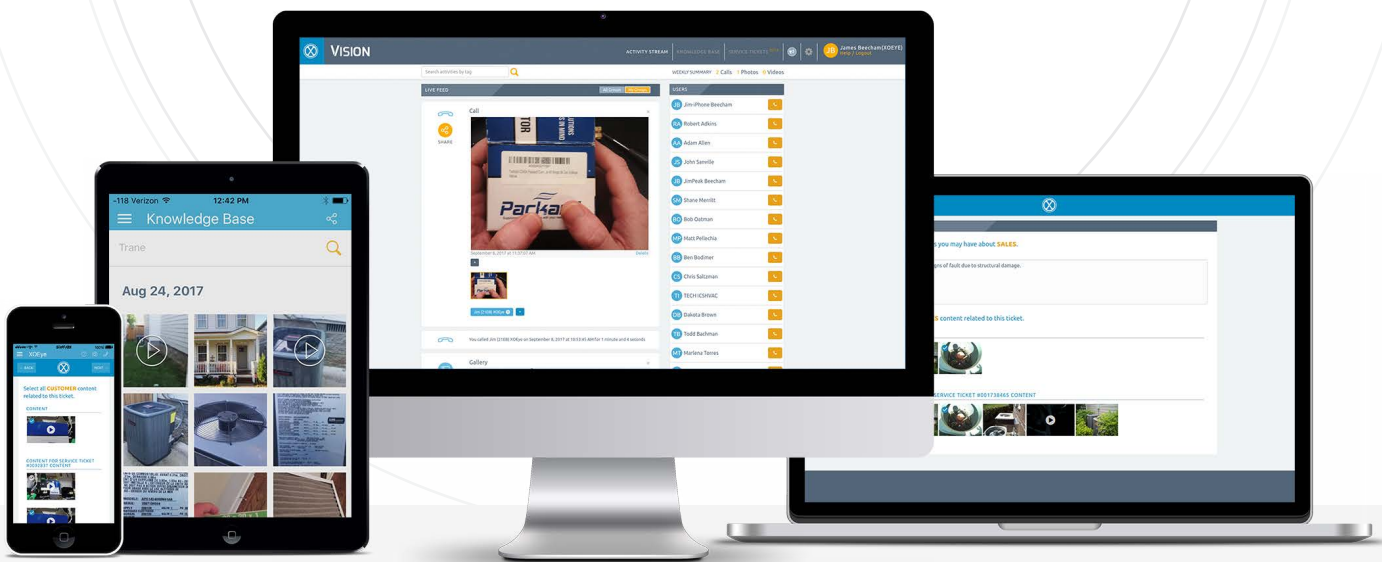


VISION

The Vision™ Platform

Expand the **reach and capabilities** of your workforce to differentiate your service business from the competition.



How it works

With mobile apps on both iOS and Android platforms, knowledge and information is not confined to the phone gallery of the tech onsite. It is on a cloud-based platform that your entire team can access. Vision scales knowledge across the organization, improving the customer experience daily and transforming your business processes.

Vision is XO's cloud-based software platform that:

- Gives your customers a level of transparency that builds trust and grows business
- Allows your technicians to access practical field knowledge in real time and connects them to the needed expert to stop rolling the second truck
- Maximizes your workflows in the most efficient and effective ways possible



Vision works with mobile and wearable devices



VUZIX
View the Future®





Features

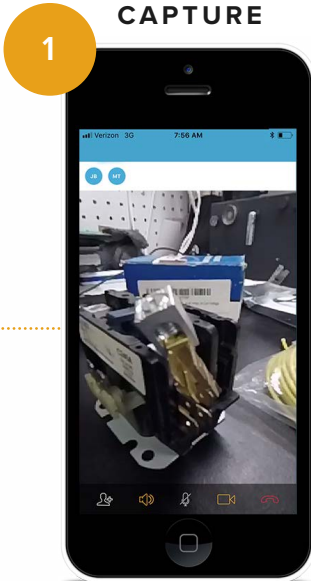
- Conduct live, remote support with any available user
- Single log-in integration with your current FSM platform
- Track and auto-populate model number fields in service ticket using photo identification (Optical Character Recognition)
- Transcribe training content, customer recaps, or live calls, via Natural Language Processing
- Customize fields and workflows to structure your data collection process to best fit your business
- Store project completion and quality control documentation
- Automate email notifications from the field throughout the organization, or with customers and vendors
- Create custom tags for easy referencing
- Text search across the entire platform

Benefits

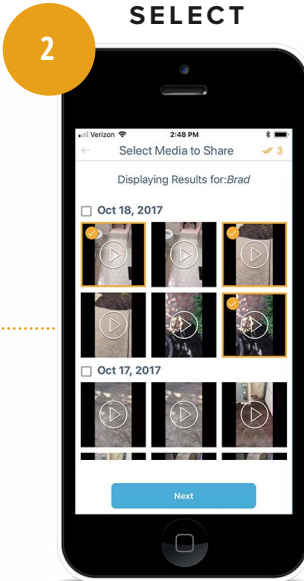
- **Create Optimal Workflows:** Leverage Vision to connect departments & build technician efficiency
- **Enhanced Service Tickets:** Attach fully-searchable notes, photos, videos, receipts, etc. to tickets
- **Shared Knowledge Base:** Instant access to your library of best practices
- **Learning Management System:** Build a system with Tech Tips™ content created, identified, and consumed in the field
- **Seamless FSM integration:** Vision streamlines documentation steps for technicians right within the leading FSM platforms like Astea, Data-Basics, Davisware, FieldConnect, KEY2ACT, Nexterna and more

In the Field

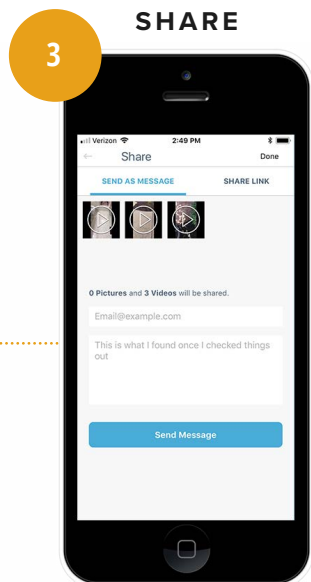
1 CAPTURE



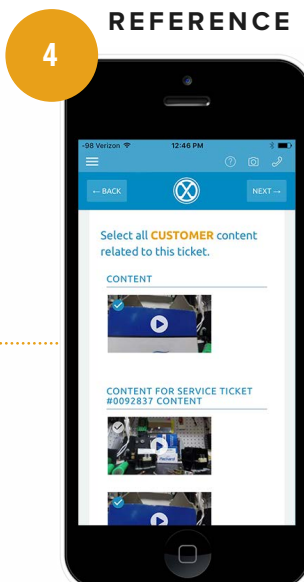
2 SELECT



3 SHARE



4 REFERENCE



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