

## Reimagine your customer service experience with Bosch 'GenXR Guides'

Modern devices are more complex than ever, requiring specialized expertise. Traditional product documentation methods are inadequate for OEMs and manufacturers to stay updated about product information and fulfill customer expectations.

### Challenges with traditional product documentation



#### Longer search times:

Scattered information within a text cascade increases search time, leading to slower service processes.



#### Low user engagement:

Text manuals may not engage technicians or customers effectively, leading to longer resolution times and errors.



#### Increased product complexity:

Modern products are more intricate, making it hard to convey service procedures clearly through traditional formats.



#### Accessibility issues:

Printed manuals aren't easily accessible, hindering technicians who need immediate information.



#### High cost of technician training:

Traditional training manuals and methods increase technician training time & cost.



#### Increasing contact center costs:

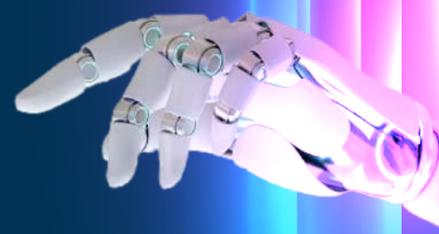
Lack of self-solve ability for customers & technicians, increases service center costs.



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At Bosch, we are empowering OEMs to re-imagine product documentation/tech manuals from **authoring to consumption**, by harnessing the power of next gen digital technologies.

The solution helps enterprises to transform customer service experience & efficiency.



## Step into Bosch GenXR Guides

A GenAI and XR powered product manuals to leap forward in improving after sales support experience & quality

Bosch 'Bosch GenXR Guides' is an intelligent & intuitive product / tech manual solution powered by XR & GenAI., to deliver **'interactive content in context'** for customers. The solution's intelligent search capability understands the context of the customer and delivers easy to understand multi-modal content.

### Key features:



GenAI powered search engine to return context-based results swiftly from product documentation.



XR powered easy to understand 3D interactive content to boost self-solve capability.



AR visual guidance system for technicians, end customers to get real-time assistance from remote experts.



Capture and analyse on-field product information from customers, technicians. Close loop to improve product information and service quality.



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### Benefits of adapting XR into service-driving business values:



Decreased time to troubleshoot issues



Increased self-service-decreased service cost



Remote diagnosis and troubleshooting



Accelerate technician training

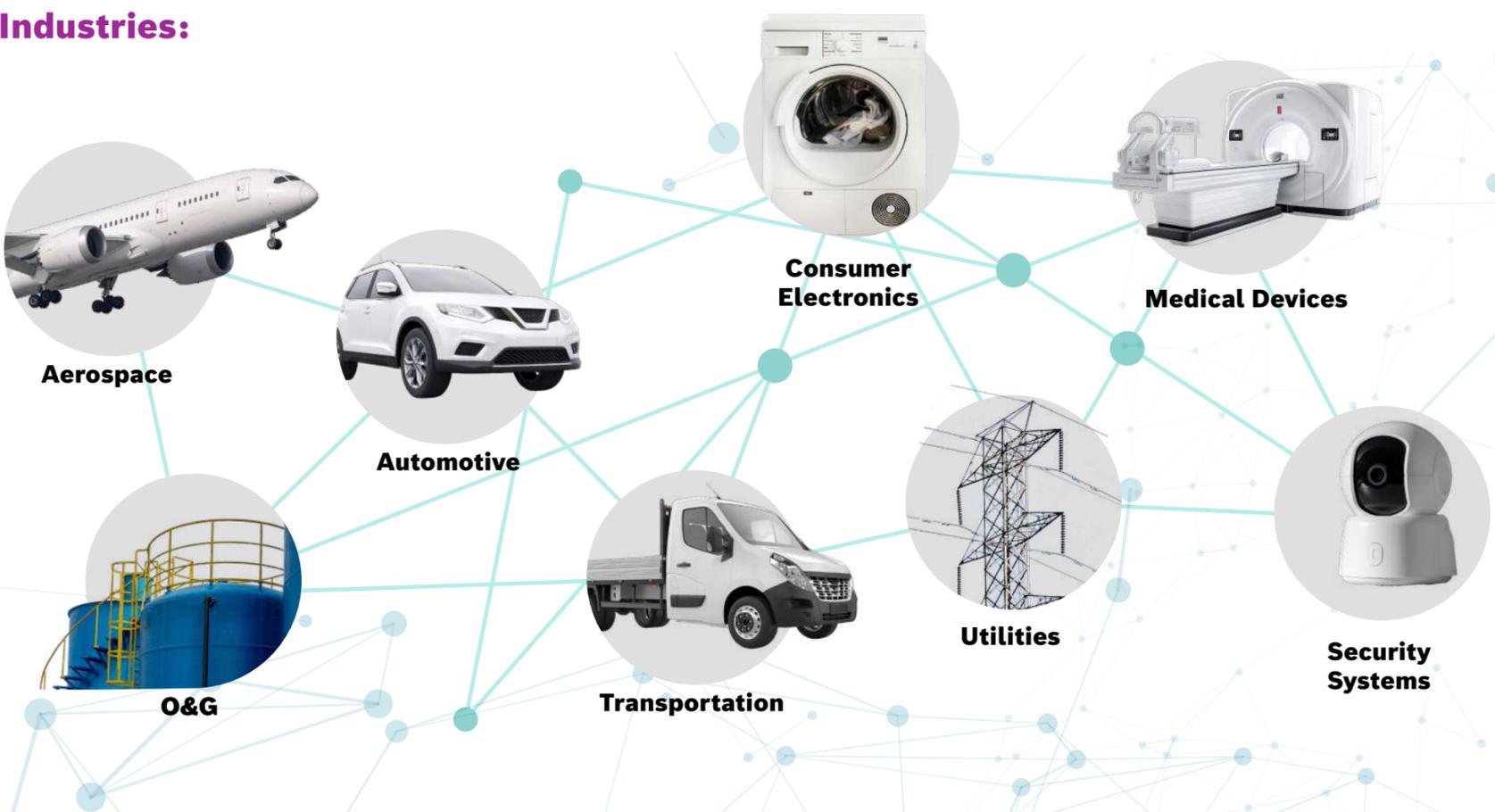


Improved customer satisfaction



Reduced TCO in tech manuals creation

### Industries:



**Bosch Software and Digital Solutions**  
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