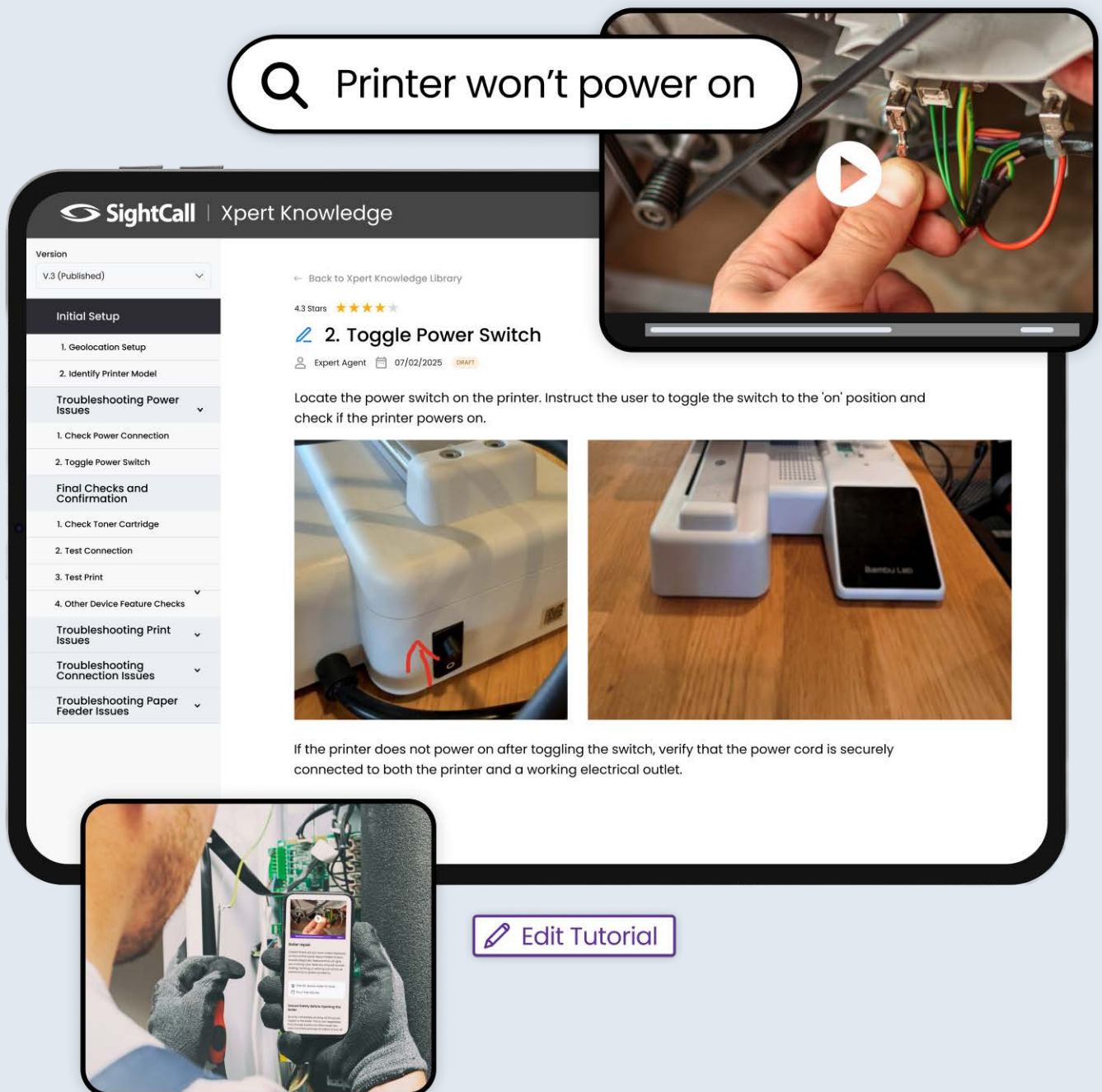


Xpert KnowledgeTM

Unlock Service Expertise, *Instantly.*

🔍 Printer won't power on



The interface displays a troubleshooting guide for the issue "Printer won't power on". The guide is titled "2. Toggle Power Switch" and is marked as a "DRAFT" by an "Expert Agent" on "07/02/2025". The guide includes a video thumbnail showing a hand plugging a power cord into a printer's power jack, and two images showing the power switch on the back of the printer and the printer itself. The guide text instructs the user to toggle the switch to the 'on' position and check if the printer powers on. A note at the bottom states: "If the printer does not power on after toggling the switch, verify that the power cord is securely connected to both the printer and a working electrical outlet."

SightCall | Xpert Knowledge

Version: V.3 (Published)

Initial Setup

- 1. Geolocation Setup
- 2. Identify Printer Model
- Troubleshooting Power Issues**

1. Check Power Connection

2. Toggle Power Switch

Final Checks and Confirmation

- 1. Check Toner Cartridge
- 2. Test Connection
- 3. Test Print
- 4. Other Device Feature Checks

Troubleshooting Print Issues

Troubleshooting Connection Issues

Troubleshooting Paper Feeder Issues

← Back to Xpert Knowledge Library

4.3 Stars ★★★★★

2. Toggle Power Switch

Expert Agent | 07/02/2025 | DRAFT

Locate the power switch on the printer. Instruct the user to toggle the switch to the 'on' position and check if the printer powers on.

If the printer does not power on after toggling the switch, verify that the power cord is securely connected to both the printer and a working electrical outlet.

[Edit Tutorial](#)

The Challenge

A Knowledge Crisis in Field Service

Field service organizations are nearing a breaking point—stretched between rising complexity, accelerating retirements, and surging customer expectations.



Tacit knowledge is vanishing

As experienced technicians retire, tribal know-how walks out the door. According to Service Council, this “Silver Tsunami” is the #1 threat to service continuity in 2025.



Time-to-readiness is too slow

Onboarding new hires now takes months, not weeks—especially when service knowledge is buried in static documents or scattered across systems. Only 36% of service leaders say they’re confident in how quickly they can ramp AI for new hires.



Escalations are rising

Frontline techs lack the confidence and context to resolve issues independently. Nearly half of all support escalations could be avoided with better in-flow knowledge delivery.



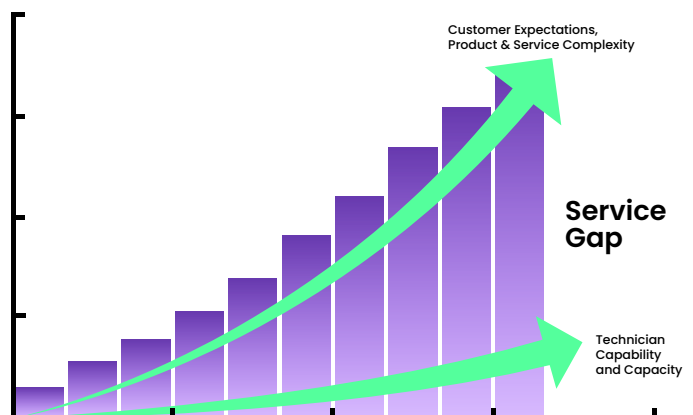
Customers expect instant answers

And most companies aren’t equipped to deliver—67% of customers now expect intelligent self-service as a first option—but only 1 in 4 service leaders say their digital support meets expectations.

Close the Service Gap

Despite these challenges, only 22% of service leaders have a clear strategy to scale knowledge effectively.

Yet those who do report **faster resolution**, **higher CSAT**, and lower cost per case—the trifecta of modern service excellence.



Your Solution

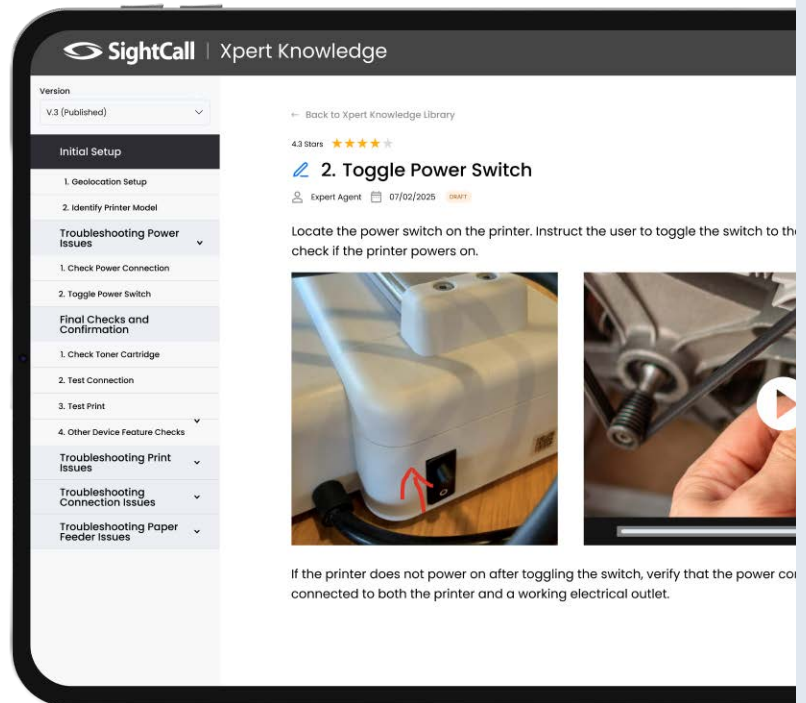
Xpert Knowledge™ captures the knowledge your service business already owns—but can't scale.

By automatically converting live visual support interactions into step-by-step multimedia tutorials, Xpert Knowledge makes unspoken expertise instantly accessible—at the right time in the form your teams or customers want. This isn't just a better way to document knowledge. It's a new way to operationalize expertise.

How Xpert Knowledge™ Works

Xpert Knowledge™ automatically transforms remote visual support sessions into rich, multimedia tutorials that your team can use for training, troubleshooting, and onboarding.

These tutorials combine video, annotated images, AR overlays, audio commentary, and text-based summaries to reflect exactly how your experts solve problems in the field.



AI-generated multimedia tutorial showing steps with embedded images, text, and annotations

The Expert Knowledge Journey

1

Knowledge Capture

Knowledge Creator maintains Workflow conducting Remote Visual Support Interactions

2

Automated Knowledge Processing

SightCall structures RAW multimodal data into LLM consumable format

3

AI-Powered Knowledge Capture

Gen AI Automatically creates Expert How-To Multimedia Knowledge Object

4

Knowledge Review

Knowledge Creators and Content Managers Validate, Edit, Rate, and Comment on new Knowledge

5

Publish

Publish multimedia knowledge objects in the Xpert Knowledge™ library, and share the live URLs to team members and customers

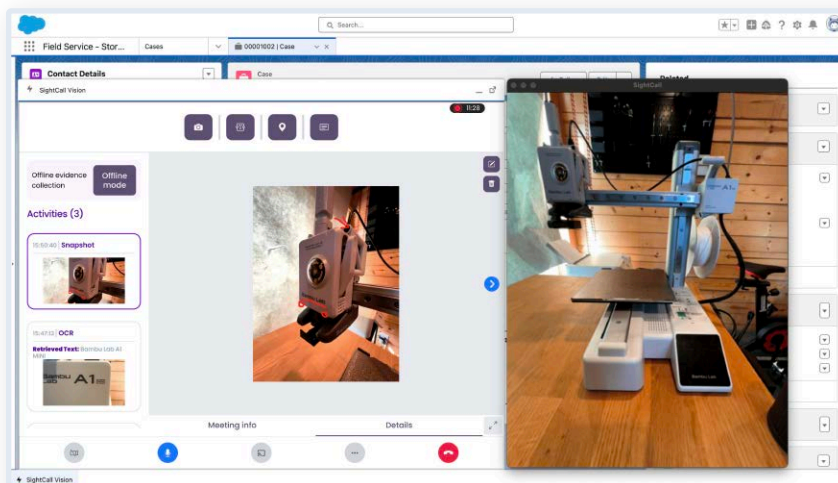
How It Works

Rather than documenting procedures after the fact, Xpert Knowledge™ captures and structures knowledge as it happens—making it accessible and reusable for any technician, anywhere.

Step 1 Your Team Members

Auto Capture Remote Visual Support

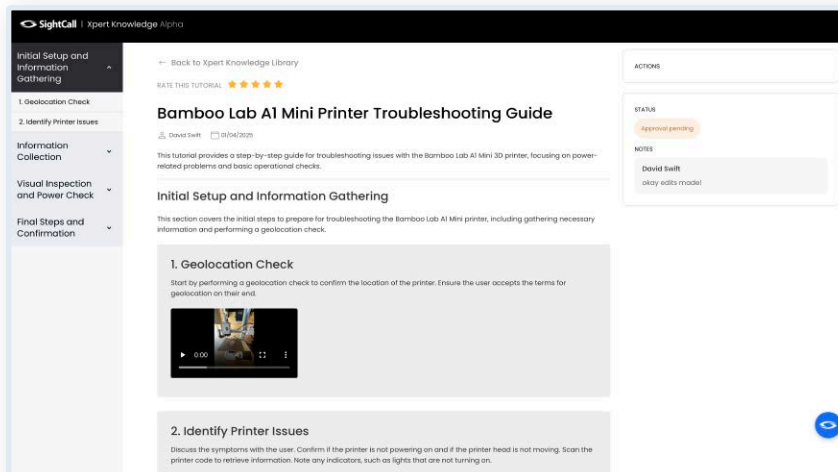
A SightCall Remote Visual Support is integrated into your business process. All images captured, video, audio transcripts, AR annotation, and metadata.



Step 2 SightCall AI

AI Tutorial Generation

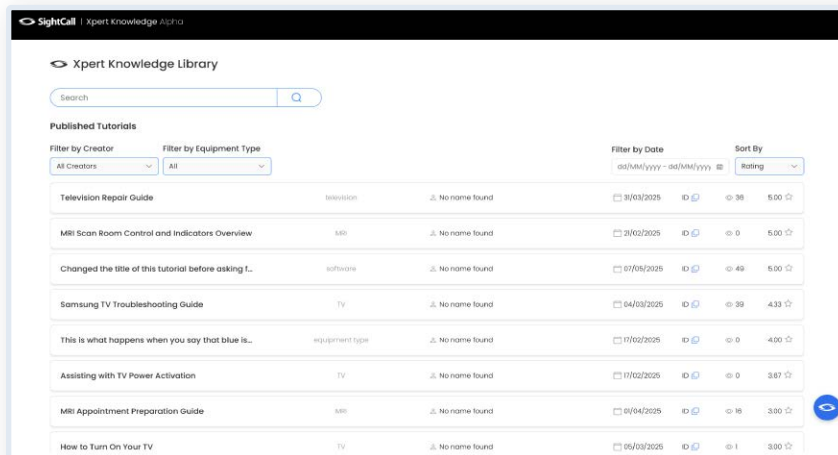
SightCall AI structures all multimodal data, auto-generates step-by-step multimedia tutorials, with images, video, AR Annotation, audio and text summaries.



Step 3 Managers & Organization

Review, Edit, and Deploy

Tutorials are populated in the Xpert Knowledge™ Library where your team reviews, tags, comments, and edits tutorials for accuracy before deploying to your employees and customers.

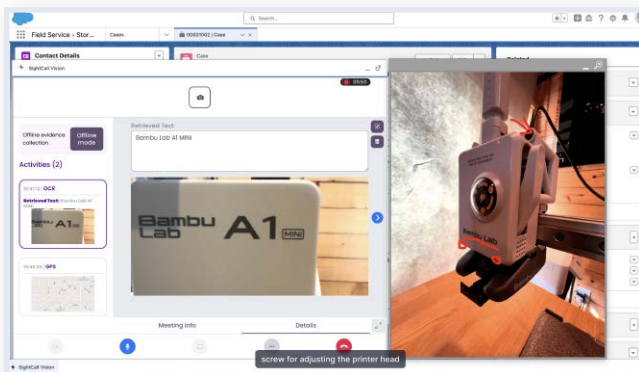


What You Get

Key Capabilities

Expertise-to-Knowledge Automation

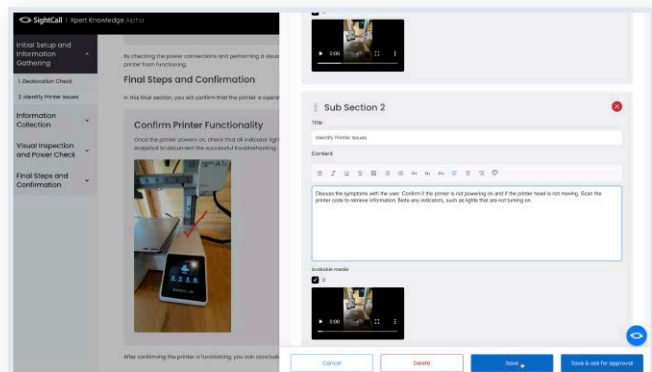
Seamless end-to-end automation that captures tacit expert knowledge during live support interactions and transforms it into structured, AI-ready content and tutorials.



Capture valuable tacit knowledge, no more inconsistent documentation, and no more content creation bottlenecks.

Intelligent Knowledge Refinement

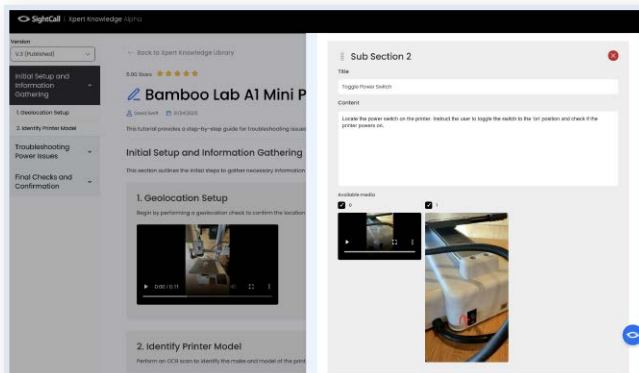
Deliver rich multimedia knowledge format—combining video, annotations, images, audio, and metadata—to accelerate technician understanding and problem-solving.



Enhance greater service team engagement with complex troubleshooting workflows.

Contextual Multimedia Authoring

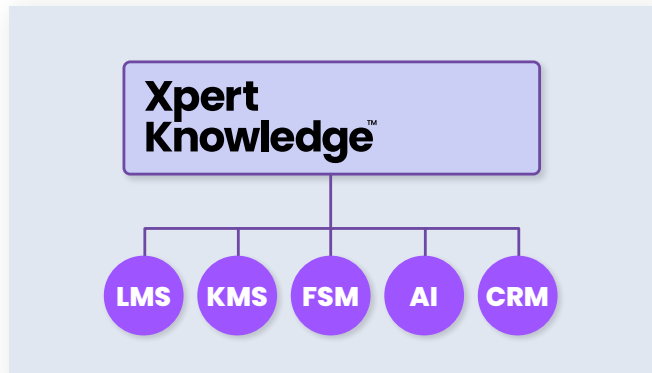
Human in the loop feedback, edits, and redaction, user insights, that improve tutorial quality, usage, and strategic knowledge planning over time.



Curate better knowledge content, improved visibility into content effectiveness, content managers have tutorial improvement mechanisms.

Precision Knowledge Delivery

Seamless distribution and accessibility of service expertise via Xpert Knowledge™ searchable library and live URLs shareable at the moment of service.



Deliver multimedia how-to knowledge ensuring resolution and reducing service load, serving tailored knowledge to the right person, at the right time, in the right manner.

Customer Spotlight

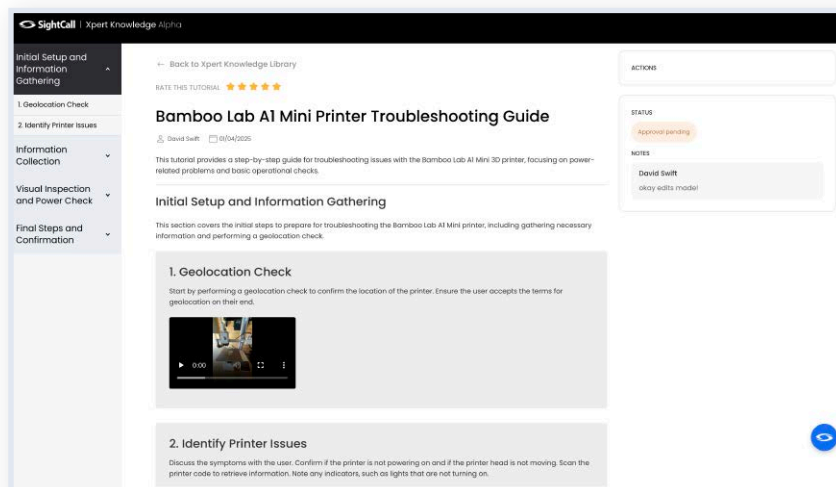
Leading Home Energy Solution Provider

Challenge

Tier 1 agents were overwhelmed with complex battery diagnostics. Training took weeks, and call transfers were too frequent.

What Changed with Xpert Knowledge™

- Creating visual tutorials based on actual Tier 2 calls
- Improving time to proficiency up to 30%
- Empowering Tier 1 to resolve more calls independently



Tutorial with step-by-step visuals

Customer Results

30%
Improving time to proficiency

“Our Tier 1 team can now resolve more issues on the spot. They can access tutorials created from real Tier 2 calls—without slowing anyone down.”

CUSTOMER EXPERIENCE LEAD

“It’s a game changer for training. We used to take 6 weeks to ramp someone. Now we are looking to cut that in half.”

CX DIRECTOR

Country United States

Industry Utilities / Energy

KPIs & Business Outcomes

Metric	Before	Improvements with Xpert Knowledge™
First-Time Fix Rate	~75% avg.	+10–20% improvement
Tier 2 Escalations	High	↓ up to 30%
Speed to Proficiency	4–6 weeks	Cut in half
Support Costs	Rising	↓ 15–30% via shift-left
Content Creation Time	Hours to days per asset	5-10 minutes

Source: The Service Council, 2025 State of AI & Service Technology and 2025 Service Leaders Agenda Reports

Your Service Knowledge, Working for You

Short-Term Gains:

- Reduce training costs
- Eliminate duplicate content work
- Speed up technician productivity

Long-Term Wins:

- Build a rich, searchable knowledge base from real-life scenarios
- Enable AI tools, bots, and agents with better data
- Scale expertise without scaling headcount

Xpert Knowledge™ is Your Next Service Advantage

You already have the expertise. Xpert Knowledge™ makes it usable.

From faster onboarding to fewer escalations, Xpert Knowledge™ turns your service team's know-how into a strategic advantage—one tutorial at a time.

“If Salesforce helps you close deals, Xpert Knowledge™ helps you close service gaps.”

Book a Demo

You already have the knowledge. Turn it into your next competitive advantage.

sightcall.com/xpert-knowledge



Watch a Demo

Ready to learn more? Watch interactive video demos at the link below.

sightcall.com/xpert-knowledge-video

