

Workforce Field Services Agent

Make Every Field Technician As Effective As Your Best.

As organisations in the Utility sector work to modernise networks, meet regulatory standards and maintain ageing infrastructure, the complexity of field operations continues to rise.

Technicians are expected to diagnose faults quickly, access accurate information instantly and deliver safe, compliant work - all while navigating disconnected systems, skill shortages and challenging site conditions. In high-pressure environments like these, relying on manual processes or generic tools leads to delays, inconsistent data and avoidable return visits. The cost isn't just operational: it directly impacts customer satisfaction, compliance and long-term asset health.

ADVANTAGES



Utilities-specific AI and reasoning models



Multi-source data ingestion including unstructured data



Multi-modal LLMs support all kinds of data input



Accuracy and transparency guaranteed

GET VALUE FROM DAY 1



Cloud-based SaaS platform



Value-first delivery



Easy integration



Security & compliance

THE SOLUTION

Utilities organisations need a smarter, field-ready approach: one that delivers accurate, contextual guidance at the moment of need.

The Field Services Agent is that solution. Purpose-built for the utilities sector, it unifies organisational knowledge, applies advanced reasoning and provides real-time, multimodal support across voice, image, video and text.

From diagnosing complex faults to guiding safe procedures and capturing field intelligence, it empowers every technician to perform at their best and reduce repeat visits and incomplete jobs. In return, your organisation gets to record and leverage the best kept secrets and best practices.

Get contextual knowledge on the go

Instant diagnostics, procedural guidance and asset specifications – surfaced from approved guidelines, best practices and H&S rules relevant to the situation.

Execute tasks fast

Supports job and ticket creation and enables updating directly to backend systems: work orders, asset details, technical support requests and replacement orders without leaving the field.

Capture knowledge

Data capture from every job enriches organisational memory, reducing knowledge loss when senior engineers move on, also improving the AI model over time.

Understand the next best action

AI-powered guidance and complex diagnostic problem-solving, grounded in your organisation's own approved documentation and institutional knowledge.

Part Of The ΔWorkforce Agentic AI Platform, Purpose-Built For Utilities



Customer Agent

Efficiently resolves email inquiries, ensuring rapid response and exceptional customer satisfaction.



Field Services Agent

Delivers real-time guidance to field technicians, increasing first-time resolution and operational efficiency.



Employee Support Agent

Streamlines internal queries and solves complex problems.



Health and Safety Agent

Continuously monitors compliance, identifies risks, and ensures rigorous adherence to safety protocols.



Procurement Agent

Streamlines tender management by orchestrating end-to-end procurement cycles.



Customer Service Agent

Provides instant customer support, resolving queries autonomously to enhance customer satisfaction.

Enterprise-grade foundation

Built on a robust, secure and future-proof platform with unified governance, safety controls and transparent AI reasoning. Ensures every agent operates with accuracy, auditability and trust.

Scale multiple agents with ease

Deploy additional agents - Customer, Health & Safety, Employee Support, Procurement and more – quickly and with ease. The agents share a lot of same connected data and infrastructure, accelerating rollout and reducing cost.

One data platform, many use cases

Centralised, harmonised data sources (SAP, GIS, SCADA, manuals) mean that once integrated, every new agent benefits immediately, improving ROI across the organisation.

Fast time-to-value

Start with Field Services and expand over time. The platform's reusable components, governance and integrations ensure value from day one and compounding impact as more agents are added.

Consistent, safe AI across the enterprise

All agents follow the same safety protocols, RAG workflows and audit trails, ensuring consistent performance and compliance across departments.

WHY UTILITIES NEED AGENTIC AI NOW

Information silos:

Technicians lose 15–20% of their day hunting for manuals and asset data scattered across disconnected systems.

Admin burden: Manual, error-prone reporting slows workflows and creates gaps in asset records and compliance.

Knowledge gap: An ageing workforce and steep learning curves reduce first time fix rates (FTFR), forcing repeat visits and incomplete jobs.

Generic tools: Solutions lack Utility context, struggling with complex assets and not fitting the reality of field work, leading teams to revert to paper or guesswork.