

## Say hello to **Z Sidekick**

# Field service delivery...Supercharged with generative AI

Zinier helps organizations with field service delivery operations, manage the frontline workforce, and maintain critical assets, thus helping in the development of a smart, connected, sustainable world.

Zinier is powering a new era of customizable service delivery, where AI-powered automation transforms how field service teams operate. By automating routine processes, providing GenAI tailored intelligence, and customizing business workflows, Zinier enables smarter ways of working so Service Delivery teams can unlock their full potential.

## Our AI Approach



### PLATFORM

#### The Architecture to Support AI

Our platform's event-based and workflow-driven architecture puts us in a unique position to harness the power of AI.



### CONFIGURABILITY

#### The Tools to Configure AI Use Cases

Using Studio Z and our suite of builders, we are able to configure AI use cases to meet your specific business needs and fit them with your business workflow for maximum ROI.



### INTEGRATIONS

#### Integrate with Best-in-class External AI Models

We believe in leveraging integrations to deliver value. With this core principle in mind, we harness externally built AI models and products, unlocking limitless possibilities in the future.

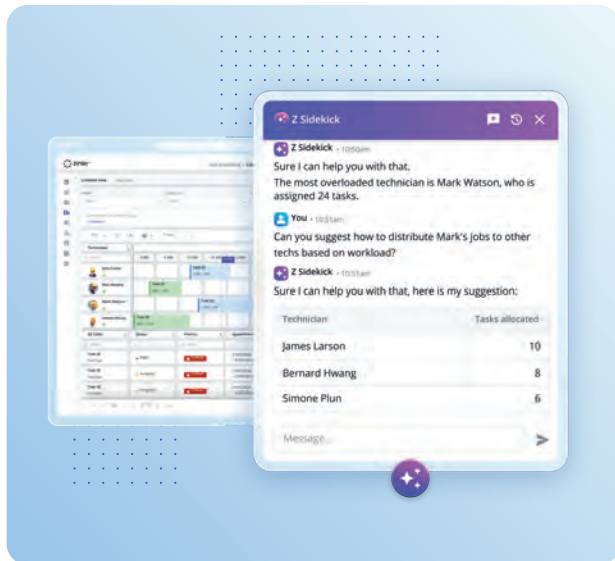


### DATA

#### Utilize Data Sources Across Your Organization

AI use cases can utilize both our own field service data and data from your external systems. The ability to use a wide array of data results in AI models trained and optimized for the way you work.

# Z Sidekick in Action



FOR THE BACKOFFICE

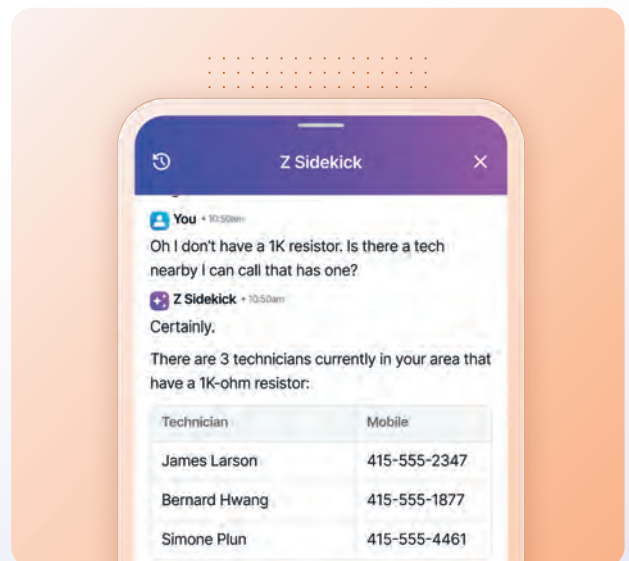
## Instant answers to any workforce and scheduling question

Transform workforce management with tailored intelligence and real-time insights. Empower dispatchers to ask questions, gather data sets, and make informed decisions seamlessly.

FOR FIELD TECHNICIANS

## Immediate assistance and a wealth of knowledge in the field

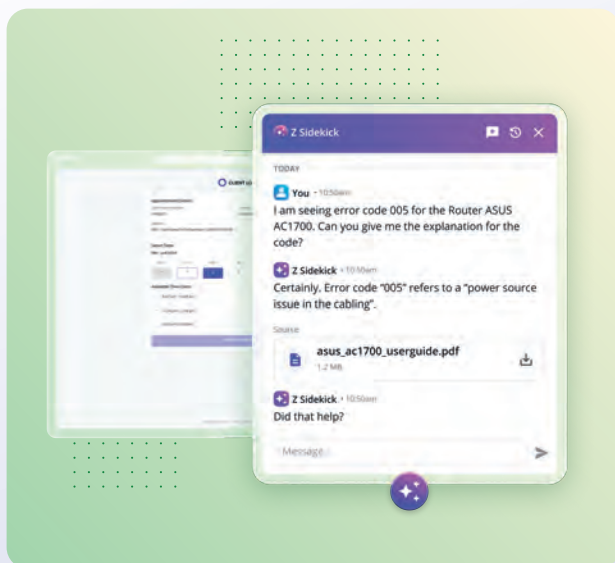
Enhance your customer portal with tailored intelligence that elevates the customer experience. Drive customer satisfaction and prevent truck-rolls by providing context-aware answers that resolve technical issues and appointment queries without the wait.



FOR CUSTOMERS

## Help customers resolve service issues without the wait

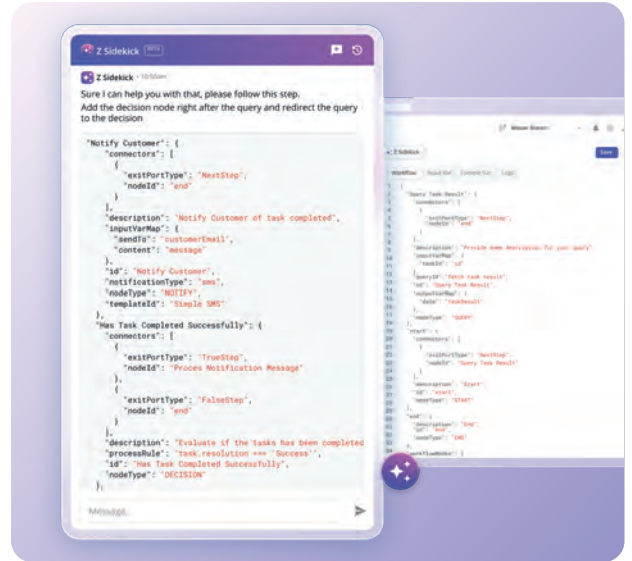
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FOR IT TEAMS

## Accelerate your workflows with AI-based suggestions

Enhance your solutions with tailored intelligence for IT Teams. Saving you countless hours, your developer companion can suggest code snippets that help you build and modify workflows effortlessly, adjust interfaces on the fly, and code with confidence.



## Z Sidekick Benefits



### Real-time Insights

Provides dispatchers with instant access to real-time insights and data sets, empowering informed decision-making.



### Personalized Support

Offers personalized answers and assistance for customer portal users, enhancing the overall customer experience.



### Intuitive Interface

Assists solution builders with an intuitive interface and AI co-pilot, simplifying the process of building interfaces and coding.



### Efficient Troubleshooting

Supports technicians with documentation assistance and troubleshooting guidance, optimizing field service operations.

Trusted by **industry-leading** companies



## About Zinier

At Zinier, we are committed to the success of the world's deskless workers. We are on a mission to enable these 2.7B deskless workers to achieve greater success for themselves and the world around them. Guided by this understanding, we orchestrate workflows that help field service organisations stay in full control of and have complete visibility into the field execution process.

Zinier is a cloud-based Field Services platform that helps telecommunication organisations with network assurance, fixed-network pre-enablement and consumer installs. Our web and mobile app automates key back office tasks, provides technicians a seamless way to record their work in the field, and improves your customer experience. Through the use of no-code tools, our platform offers you out of the box software to help scale telecom operations and field execution workflows that can be tailored to meet your business process needs.

