

Virtual Assist

AI- and NLP-based assistance system for the electronics factories



Virtual Assist supports line and maintenance technicians on the shop floor in their daily tasks – from onboarding to troubleshooting, and it provides them with all the important information they need to quickly and successfully assist equipment and fix issues on the first attempt.

Small cause, big effect: Since every production step on an SMT line depends on the preceding steps, a minor defect on one machine can cause the entire line to stop. Since the resulting costs pile up very quickly, the technician rushing to the trouble spot is under great pressure to get the line back up and running, preferably on the first try.

Quick and efficient machine assist and troubleshooting involves proper knowledge management



Technicians spend up to 80% of their time researching problems and only 20% actually resolving it.



25% of qualified service technicians with deep expertise on equipment/processes will retire within the next five years.



Communication lacks within facilities with staff members speaking different languages.



Staff turns over frequently with time consuming onboarding and knowledge ramp-up phases.

Virtual Assist: Everything on one screen

Virtual Assist addresses these challenges on the shop floor by providing a vendor-independent knowledge base.

The application uses Artificial Intelligence (AI) and grows with the users' experience. It offers smart guidance for efficient troubleshooting, full visibility into equipment service activities, and immediate access to all relevant information through a single user interface by simply asking questions.

„Ask“ Virtual Assist

Based on Natural Language Processing (NLP) technology, the smart assistance system enables direct communication between humans and the application.

One simple platform for your whole operating workforce

With three different packages available to order online, Virtual Assist is offered as a subscription-based application with a flexible licensing model that can be scaled up or down based on an annual contract.

License model	ESSENTIAL	PLUS	ULTIMATE
Native app access	✓	✓	✓
Deep neural search & question answering	✓	✓	✓
Onboarded ASMPT equipment documentation	✓	✓	✓
Tutorials & videos	✓	✓	✓
Private space & upload for own documentation	-	✓	✓
Custom systematic trouble-shooting	-	✓	✓
Knowledge article creation	-	✓	✓
Equipment scanning & identification	-	✓	✓
Digital logbook & automated issue reporting	-	✓	✓
Analytics & insights	-	-	✓

Your benefits with Virtual Assist

- Reduction of time spent on searching for information by up to 95%.
- Increase of productivity by up to 25% across the board.
- Preservation of the employees' know-how in a digital knowledge repository reduces the fluctuation-related loss of knowledge by half.
- Reliability on instructions and tutorials of continuously updated knowledge base.
- Continuously improved user experience with AI-support and ability to learn from every interaction around the globe.

WATCH VIRTUAL ASSIST EXPLAINER VIDEO NOW!



Work smarter with Virtual Assist: immediate, individual, intelligent.

Make your SMT production even more productive, efficient, and successful!

smt.asmpt.com/en/products/software-solutions/virtual-assist

Easy implementation

Virtual Assist is available for android and iOS smartphones, additionally as a web-based desktop browser version. The Virtual Assist App can be downloaded from the Apple App Store or Google Play Store.



Browser

- Microsoft Edge: from version 79 onwards
- Google Chrome: from version 60 onwards
- Apple Safari: from version 11 onwards
- Mozilla Firefox: from version 58 onwards



Mobile operating system

- iOS: from version 10 onwards
- Android: from version 8 onwards

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