XYTE AI

AI Teammate
Your always-on support partner

Xyte AI Teammate is your always-on digital partner for managing connected devices across enterprise and MSP environments.

Powered by Xyte's Semantic Context Graph (SCG) — a continuously evolving model that unifies device data, business logic, usage patterns, and support history — it brings self-aware, context-driven automation to every aspect of device support and operations.

Early issue detection
Monitors device behavior across rooms, sites, and customer environments to spot anomalies before they cause downtime.
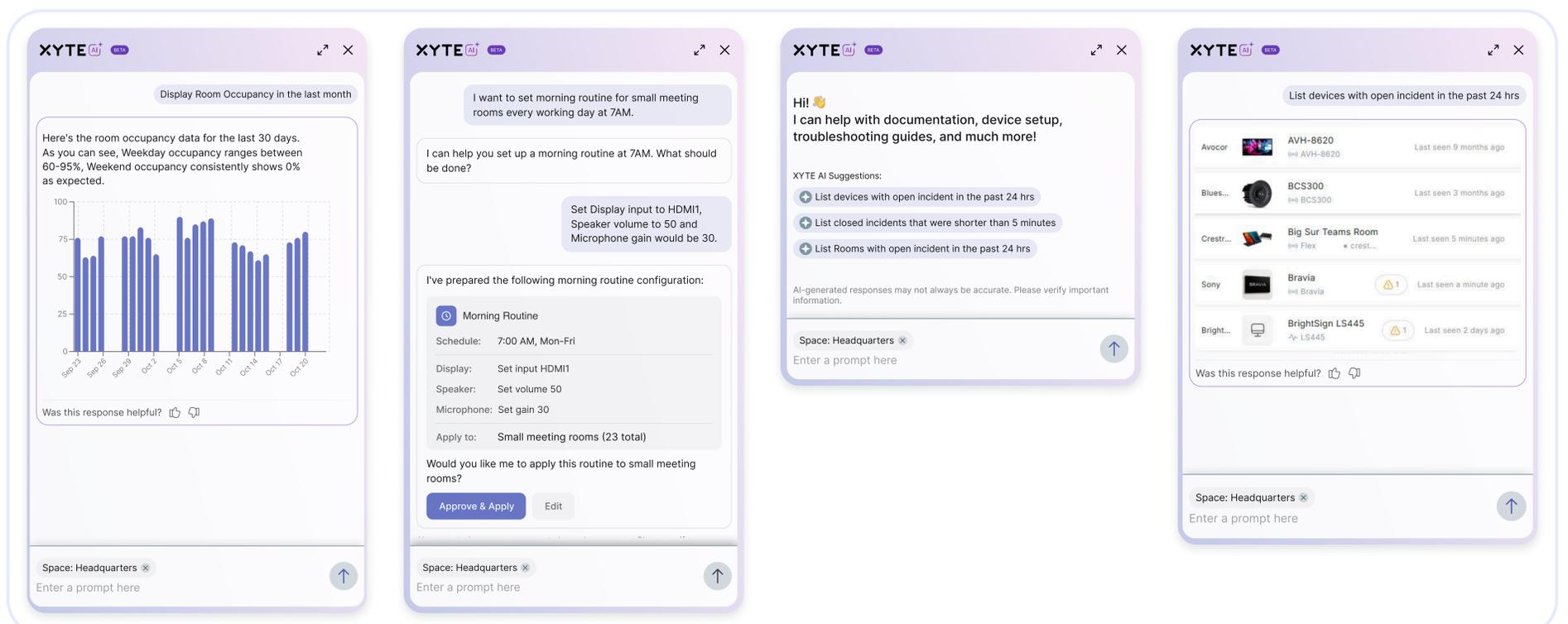
Automated Tier-1 troubleshooting
Understands logs, relationships, and system context, then searches documentation to guide or execute first-line fixes. Reduces ticket volume and speeds resolution.

Consistent, secure service at scale
Delivers reliable support across all tenants with role-based permissions, audit trails, and enterprise-grade data protections. Scales without adding headcount.
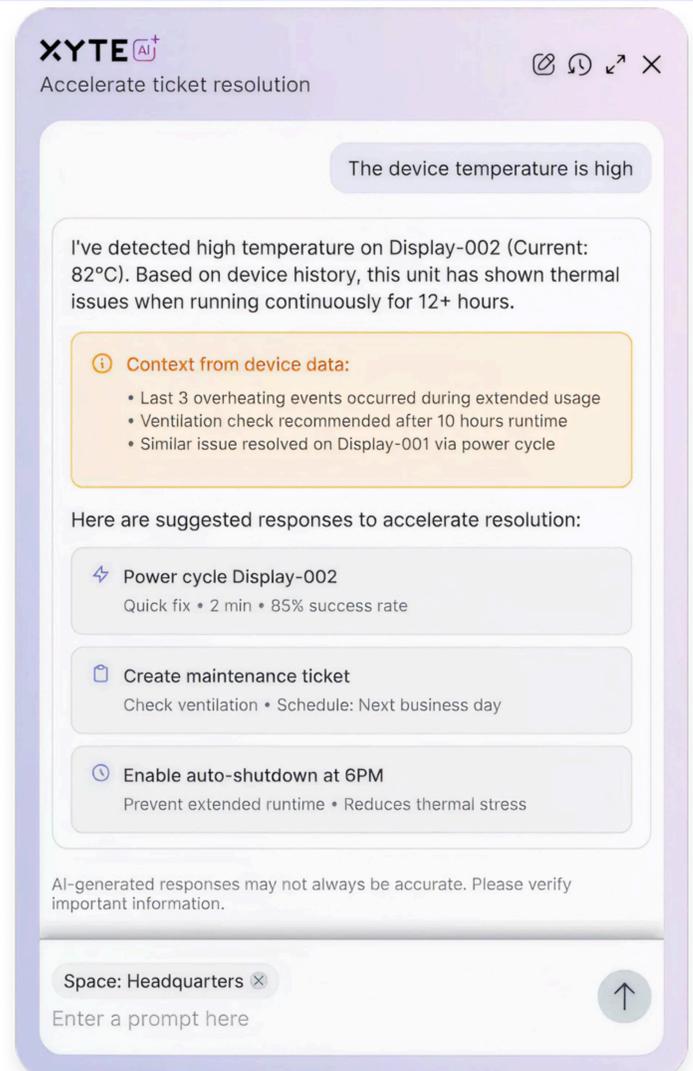
AI TEAMMATE

Smarter. Faster. Always On.

Cut first-line ticket load, reduce manual triage time, and improve uptime through automated, context-driven support.

Key Capabilities

1. Ask questions about devices, spaces, users, and organizations

2. Summarize incidents, tickets, and operational data

3. Send commands to devices

4. Provide instant support and guidance for the Xyte platform

5. Understand context automatically within spaces and devices

6. AI-suggested actions for devices and spaces

7. Searches manufacturer manuals and existing documentation, and when necessary, searches the internet

8. Bulk device updates

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Accelerate ticket resolution

> The device temperature is high

I've detected high temperature on Display-002 (Current: 82°C). Based on device history, this unit has shown thermal issues when running continuously for 12+ hours.

ⓘ **Context from device data:**
- Last 3 overheating events occurred during extended usage
- Ventilation check recommended after 10 hours runtime
- Similar issue resolved on Display-001 via power cycle

Here are suggested responses to accelerate resolution:

⚡ **Power cycle Display-002**
Quick fix • 2 min • 85% success rate

📋 **Create maintenance ticket**
Check ventilation • Schedule: Next business day

🕐 **Enable auto-shutdown at 6PM**
Prevent extended runtime • Reduces thermal stress

AI-generated responses may not always be accurate. Please verify important information.

Space: Headquarters ✕

Enter a prompt here

Built on real data. Grounded in context.

- Unified sources: Xyte operational data + trusted manufacturer documentation/support content
- Always current: Refreshed in real time from the Xyte platform
- Understands relationships: Connects devices, spaces, and incidents automatically
- Permissioned outputs: Responses respect existing roles and access policies

Security and Trust SOC 2 TYPE 2 · GDPR · CCPA · MFA · SSO

Built on Xyte's enterprise-grade governance and permissions framework, AI Teammate adheres to customer data-handling policies and SOC 2 Type 2 compliance. Enterprises can deploy AI confidently, knowing data integrity and access control remain secure.

Generative AI Notice

Xyte does not train machine learning or generative AI models using customer data. Any content, recommendations, or outputs generated by third-party AI tools or integrations are provided solely by those third parties, and Xyte is not responsible for the accuracy, legality, or suitability of such outputs.

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