



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.



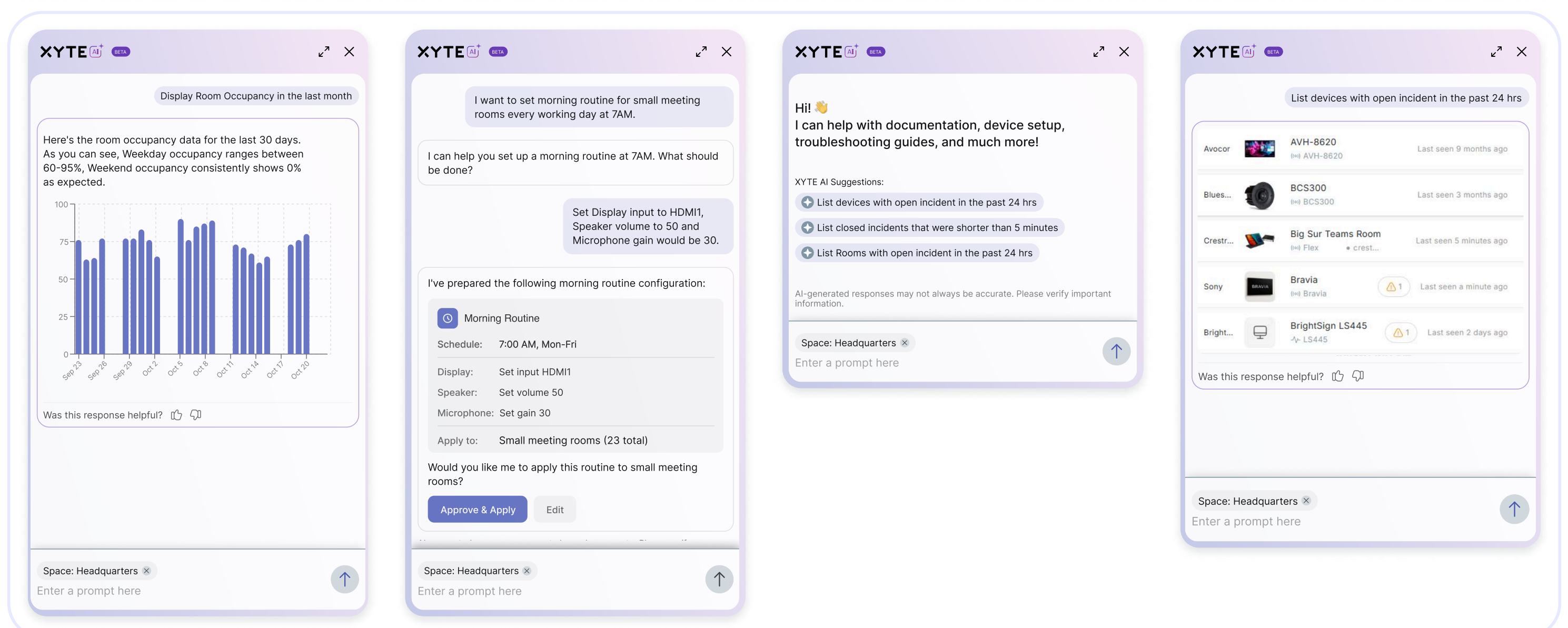
AI-assisted Tier 1 troubleshooting

Uses device logs, relationships, system context, and trusted documentation to recommend first-line fixes. Approved actions can then be sent to devices, helping reduce manual triage and speed 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.



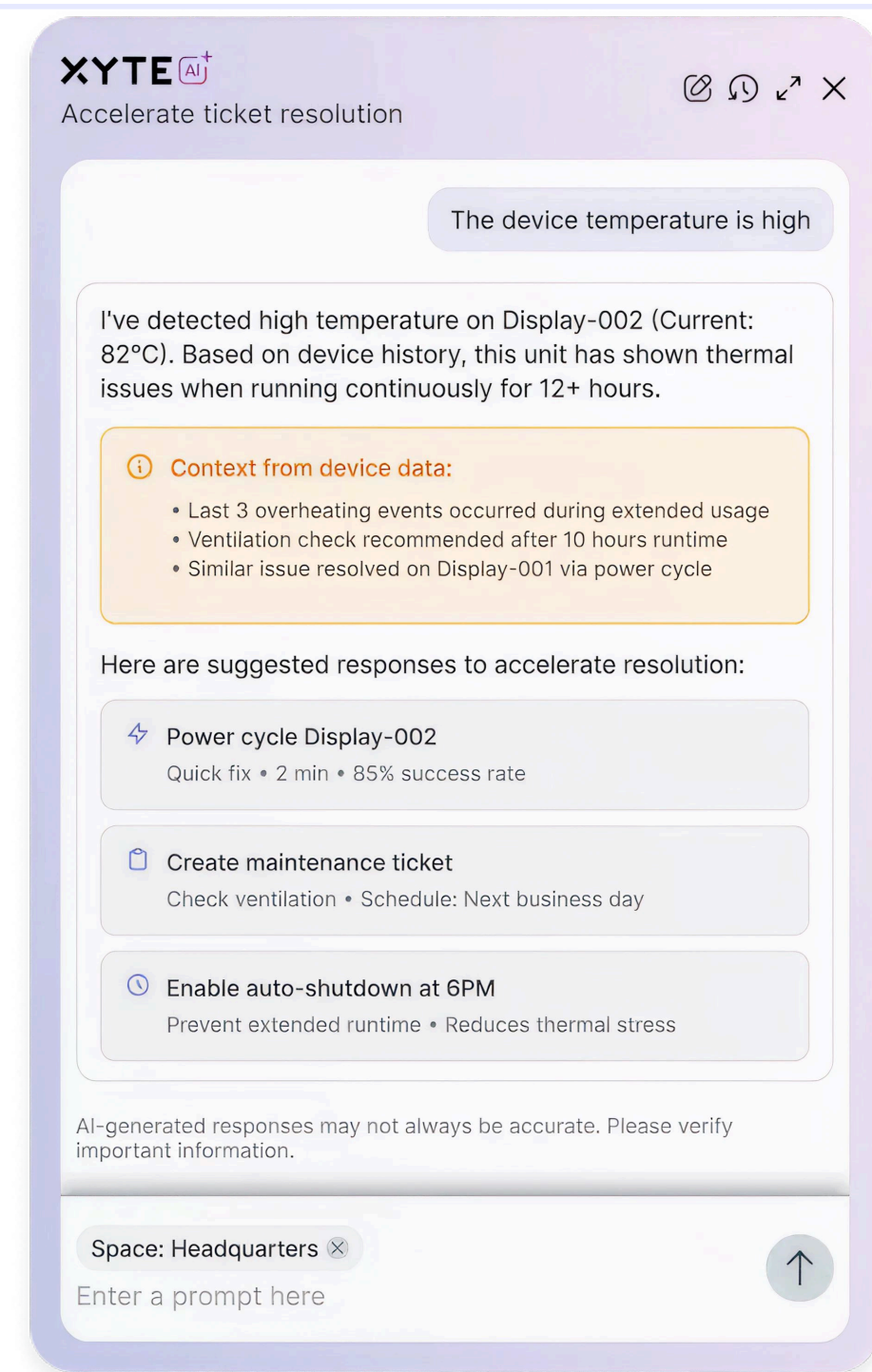
AI TEAMMATE

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 anything in your Xyte environment: devices, spaces, incidents, and tickets
- 2 Search OEM manuals and Xyte documentation
- 3 Send approved commands to devices
- 4 Get instant platform guidance
- 5 Understand device and space context automatically
- 6 Receive AI-recommended next actions
- 7 Find answers across support resources
- 8 Apply approved device updates at scale



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



AI Teammate operates within Xyte's existing role-based access controls, so users can query only the devices, spaces, incidents, and other data they are permitted to access. It uses device telemetry and manufacturer documentation within defined data boundaries, and no PII is sent to the AI service. Device actions require explicit approval. Xyte maintains SOC 2 Type II compliance.

Generative AI Notice

Xyte does not use customer data to train or fine-tune its own or third-party AI models. AI-generated responses and recommendations may be incomplete or inaccurate and should be verified before use.