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.

AI Teammate works from context, not guesses. It knows which devices sit in which rooms, how they're used, what's failed before, and what the manufacturer's documentation says. That picture updates as your fleet changes, so its answers fit the room in front of you.

Early issue detection

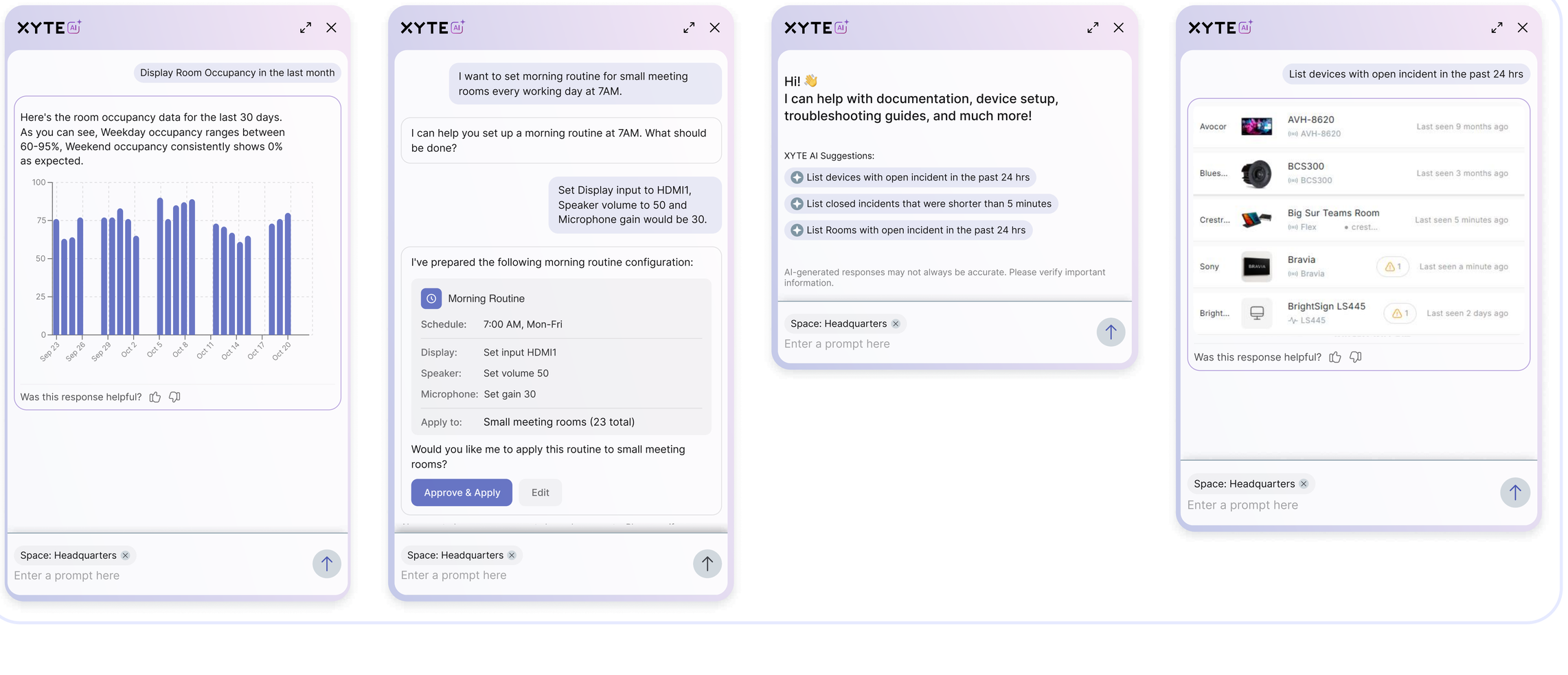
Watches device behavior across rooms, sites, and customer environments, and flags anomalies before they turn into downtime.

AI-assisted Tier-1 troubleshooting

Uses device logs, relationships, system context, and trusted documentation to recommend first-line fixes. Your team approves, and the action goes to the device. Less manual triage, faster resolution.

Consistent, secure service at scale

The same support across every room, site, and tenant, with role-based permissions and a full audit trail. Cover more devices without adding headcount.



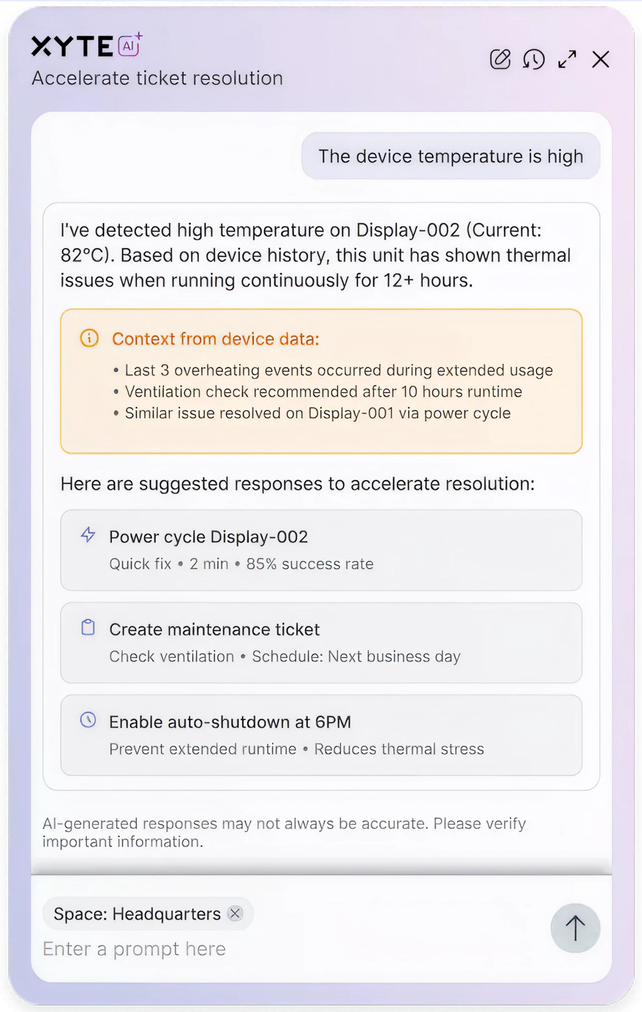
AI TEAMMATE

Ask in plain language. Act with approval.

Cut first-line ticket load, spend less time on manual triage, and catch issues before they become room outages.

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 commands directly 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. Update devices 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

Xyte MCP

Already running your own AI assistant? Point it at the same fleet. Xyte MCP connects Claude, Codex, Gemini, or any MCP-compatible assistant to your live device data, under the same permissions, with approval before any change. Use AI Teammate, your own assistant, or both.

Security and Trust

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.