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A Digital Twin is Born

Customer Loyalty Conference

Stockholm 1st June 2023

John Jackson

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HOPE
PEACE
PROSPERITY

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“…Human interacting with digital system that understands and displays empathy”

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PRODUCT
PRODUCTION
SUPPLY CHAIN (NETWORK)

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DT OF THE CUSTOMER

DT OF THE ORGANISATION

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SCALE
SIMPLIFY
OPTIMISE
MONITOR
PREEMPT
VIRTUALISE

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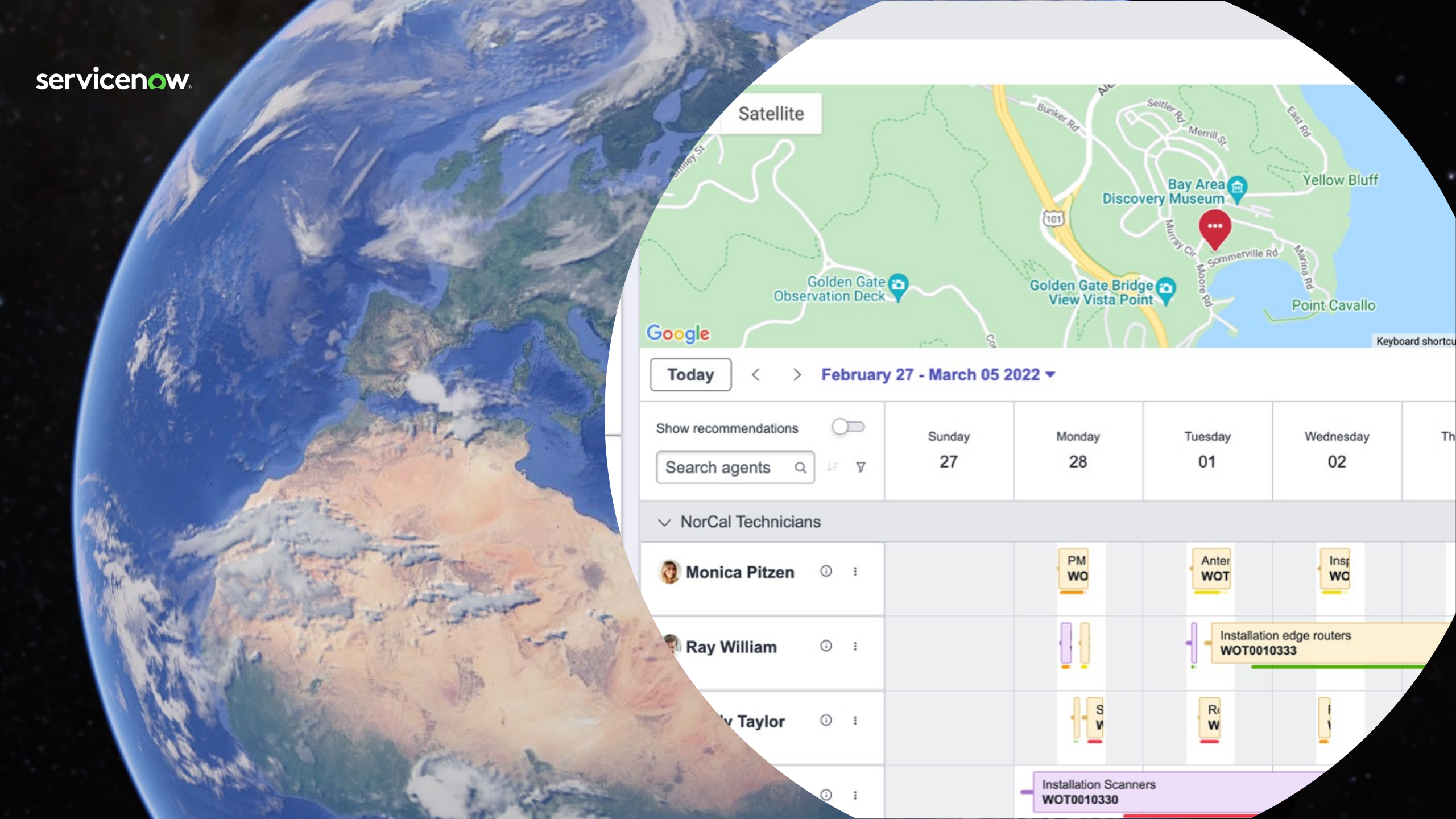
Satellite
Bunker Rd
Seitler Rd
Merrill St
East Rd
Bay Area
Discovery Museum
Yellow Bluff
101
Murray Cir
Sommerville Rd
Marina Rd
Moore Rd
Golden Gate
Observation Deck
Golden Gate Bridge
View Vista Point
Point Cavallo
Google
Keyboard shortcu
Today
February 27 - March 05 2022
Show recommendations
Search agents
Sunday
27
Monday
28
Tuesday
01
Wednesday
02
NorCal Technicians
Monica Pitzen
Ray William
Installation edge routers
WOT0010333
Installation Scanners
WOT0010330

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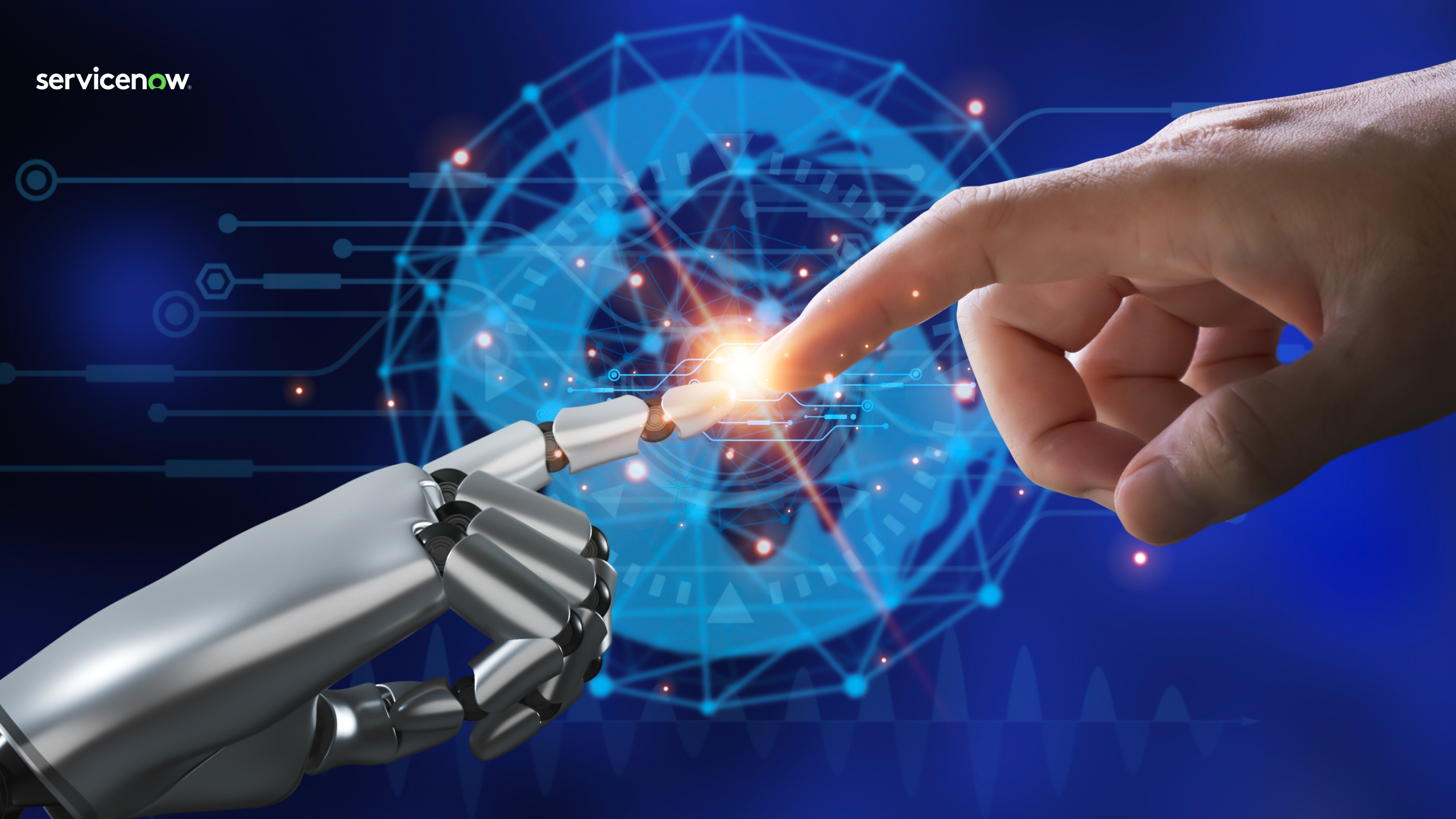
Opportunities
Primary Metric
Total Occurrences
+
Secondary Metric
Max Duration
Max Duration
Model Statistics
Metric
Project Total
A
Routes
2.1k
2.1k
Records
22.9k(100%)
22.9k
Avg Duration
1w
1w
Std Deviation
1w
1w
Med Duration
1w
1w
Bottleneck Analysis
Activity Legend
Routes
1.2k
297
521
408
Process Start
22.9k
3.5k
1mo
952
7mo
Assignment group changed
30.1k
4.3k
1.3k
4mo
In Progress
12.1k
3.5k
6mo
3.1k
2mo
6k
4mo
Awaiting Caller
8.5k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IVA
CASE
AI SEARCH
CONTRACTS
CONFIG MNGT
PARTS INVENTORY
KNOWLEDGE BASE
SERVICE DATA MODEL

COGNITIVE
EMOTIONAL
COMPASSIONATE

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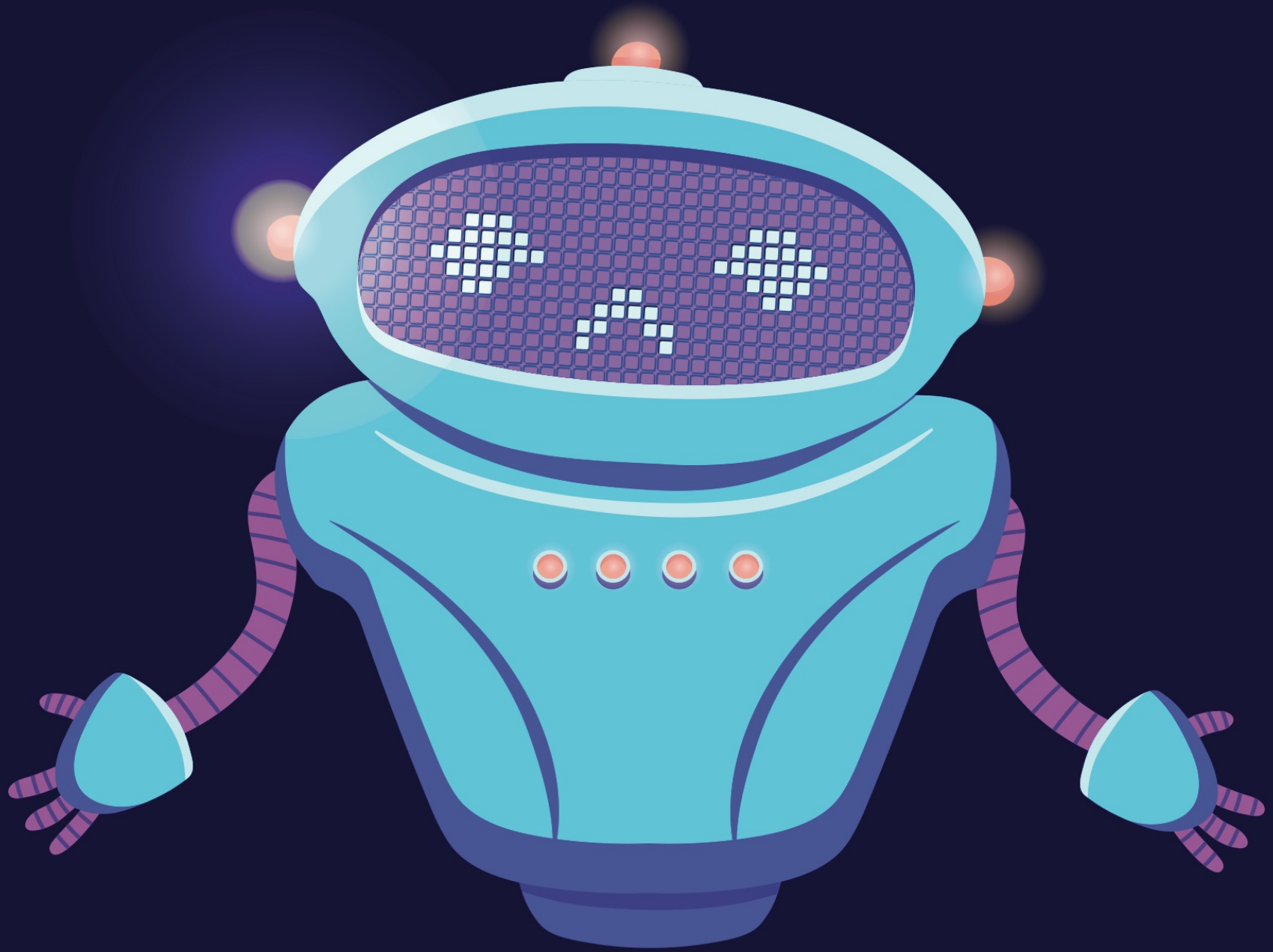

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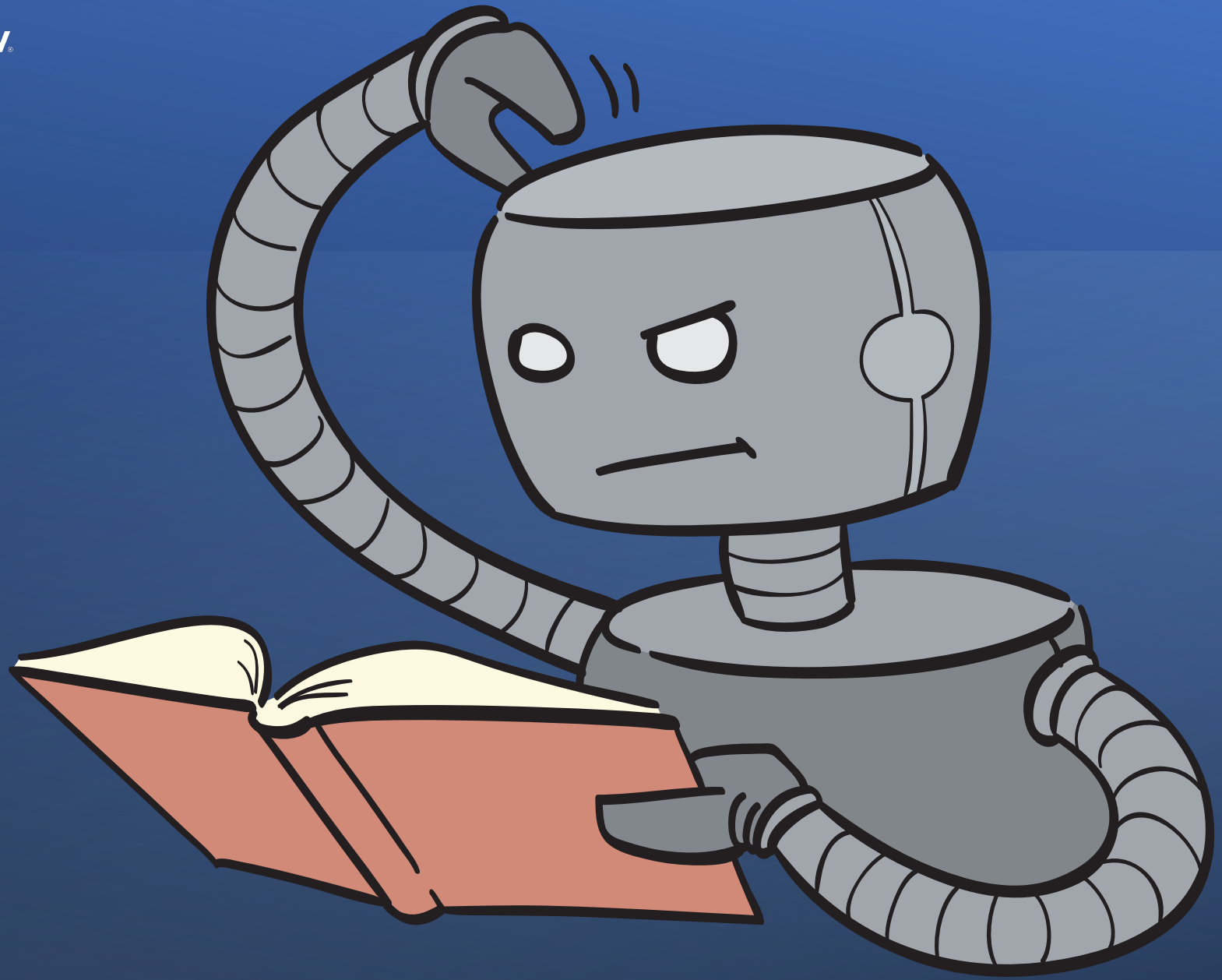

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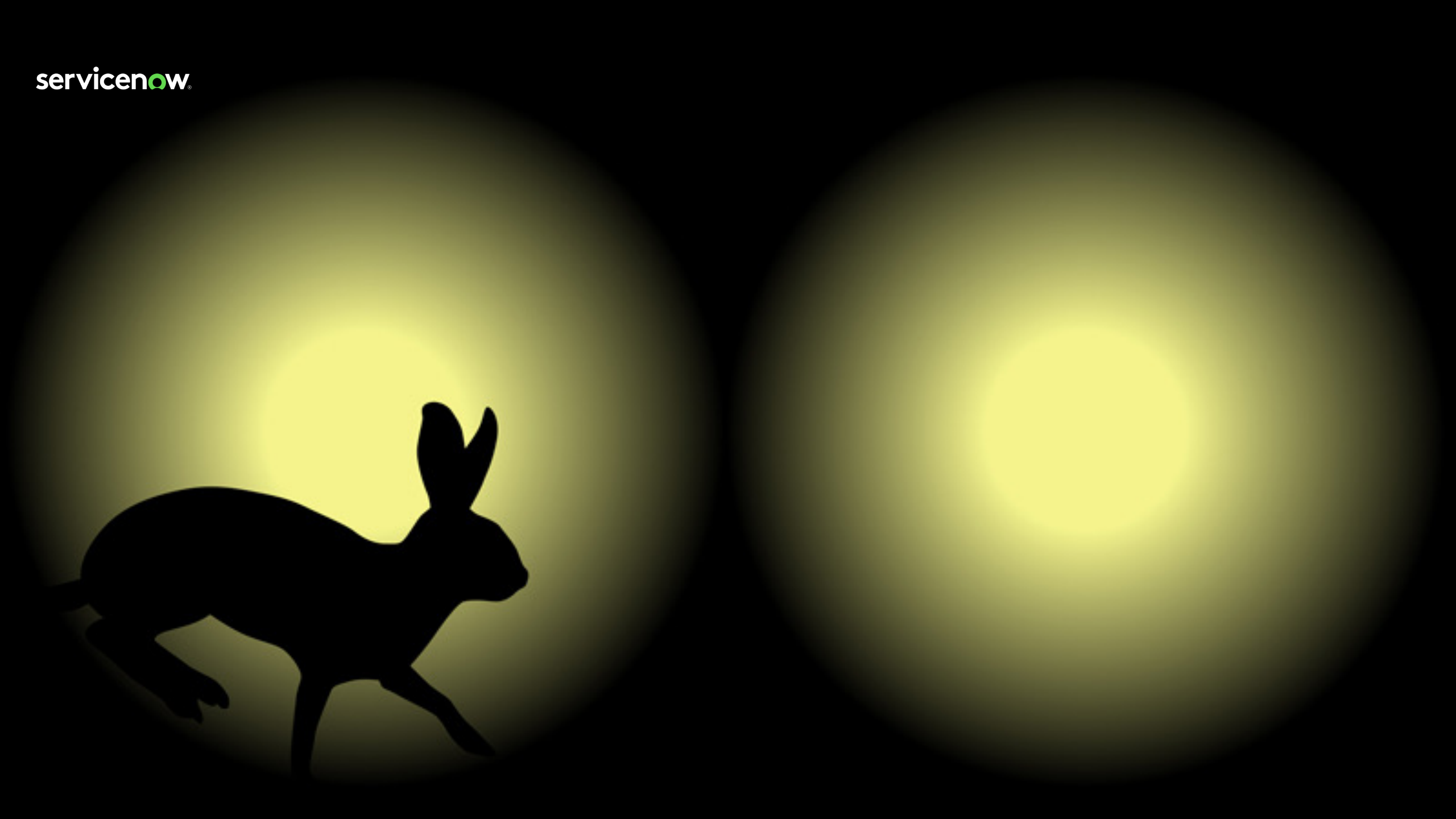

Hop on!

Drive <<AI>> Responsibly

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Sources

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