ImaginAItion Inc.

ANYTHING IS POSSIBLE WHEN YOU USE YOUR IMAGINAITION.

See it before you send someone

A best-practice guide from ImaginAItion Academies. Most wasted visits start with a report nobody could see. Put a camera at the front of the process.



The person on site scans a tag on the equipment and shows the problem: photo, video, a voice note.

Three questions get answered before anyone spends a minute: what it is, how urgent, who fixes it.

Every report leaves by one of three exits. The rules are written in advance, not decided on the phone.

The leak is an illustration.

The same report, heard and seen

By phone call		By camera
"Something is leaking."	→	**Photo and video of the leak**
"Which unit was that?"	→	**The exact equipment and place, from the tag**
A second visit for the part	→	**The part is known before the truck leaves**
Urgency depends on who answers	→	**The same rules decide every time**

Write the exits before the first report

Fix now

Resets, shut-offs, settings. Guided steps, then a photo to confirm it worked.

Dispatch

Needs hands or parts. The ticket carries the picture, the trade and the place.

Escalate

Safety, water, gas, power, anyone at risk. A person is told immediately.

Every fix makes the next one faster

The asset that compounds is the record: what the problem looked like, and what fixed it.

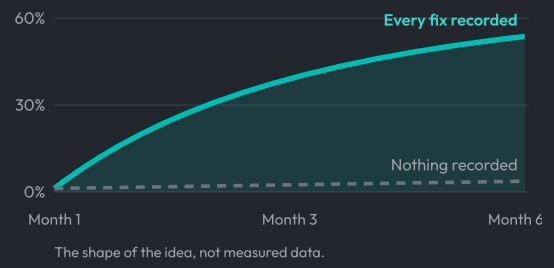
Knowledge base every fix recorded: report, triage, fix, record

Illustration

Problem types 4 of 38

Problem	Seen	On sight?
Igniter failure furnace, tag read	14	Recognized
Filter clog dishwasher	9	Recognized
Slow drain bath, kitchen	3	Learning
Ceiling stain source unknown	1	New

Recognized on sight share of reports



The shape of the idea, not measured data.

What goes in the record

The picture
Photo, video and voice note, tied to the exact equipment.

The call
What it was, how urgent, which trade.

The fix
Steps taken, parts used, time on site.

The outcome
Fixed on the first visit, or did it come back?

Six numbers that show it working

First-time fix rate
Jobs closed on the first visit ÷ all jobs.

Visits avoided
Reports closed with no one sent ÷ all reports.

Time to triage
Minutes from report to a decision.

Complete on arrival
Tickets that needed no call back for details.

Repeat rate
Same equipment, same problem, inside 30 days.

Missed escalations
Urgent problems first marked routine. Keep this at zero.

> **About this guide:** it teaches the method. It makes no claim about results. Ask us what AI Vision runs today for a business like yours.

Start with an AI Assessment
We walk one of your real service problems through capture, read and decide.

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