



Value Proposition

Wisdom Vyper is an autonomous, multimodal IT diagnostics workbench that revolutionizes technical support. By utilizing low-latency WebRTC streams, it allows a user to simply speak naturally with an AI diagnostic engineer while securely sharing their desktop screen or mobile camera feed. The AI autonomously looks at error screens, terminal outputs, or physical hardware faults, troubleshooting and guiding the user to a resolution in real-time through voice conversation, eliminating waiting times and slashing corporate IT overhead.



Target Audience & Beneficiaries

1. Managed Service Providers (MSPs) & IT Helpdesks

- **The Pain:** Helpdesks are overwhelmed with Tier 1 and Tier 2 tickets (e.g., VPN drops, software crashes, configuration errors), leading to high burn-out and slow resolution metrics.
- **The Benefit:** Vyper acts as a tireless, automated Tier 1 engineer. It can handle hundreds of incoming live diagnostic sessions simultaneously, resolving routine configuration and software issues autonomously. Human engineers are only alerted for high-level hardware swaps or network overhauls.

2. Field Service & Telecom Engineers (Mobile Platform)

- **The Pain:** Field technicians working on physical servers, routers, routers in remote areas, or telecom towers often run into hardware complexities where they need to wait for a senior specialist to assist them.
- **The Benefit:** Using the mobile platform, the technician points their phone camera at the physical server rack or wiring system. Vyper instantly inspects the hardware visual feed, identifies incorrect port connections or status lights, and tells the engineer exactly which wire to swap via voice.

3. Enterprise Corporate Operations (Internal IT)

- **The Pain:** Remote workforces lose hours of productivity when local machines malfunction, requiring clumsy remote desktop control software installations or slow phone calls with internal IT.
- **The Benefit:** Employees click a single link on their browser or phone, instantly opening the secure lab. They show the error to the AI, talk it through, and get back to work in minutes without a human IT admin ever needing to take remote control of their sensitive laptop environment.

4. Non-Technical Retail & Software Customers

- **The Pain:** Everyday users buying consumer software, smart home devices, or complex retail electronics get frustrated by text manuals and give up, resulting in high product return rates.
- **The Benefit:** Companies can embed this workbench as a premium visual onboarding assistant. A customer points their phone camera at their device, and the assistant walks them through setup and troubleshooting smoothly.



Experience Wisdom Vyper in Action

Reading about multimodal AI is one thing; experiencing an autonomous diagnostic session in real time is another. We invite qualified Managed Service Providers (MSPs), Enterprise IT Directors, and Operations Leaders to schedule a live, interactive technical demonstration.

During the 15-minute demo, we will demonstrate:

- Real-time desktop screen diagnostics via WebRTC.
- Live voice interaction and error resolution.
- Mobile camera hardware inspection capabilities.



Schedule Your Consultation

To request an exclusive demo token and schedule your live session, please contact our deployment team directly on:



contactus@hellowisdom.ai