

Help Agent

AN ALWAYS-ON TEAMMATE FOR INSTANT ANSWERS AND GUIDANCE

Service Supply Chain planners often navigate a maze of documentation and internal resources just to find answers. Instead of focusing on high-value planning activities, they spend critical time searching, validating information, and relying on teammates for support, leading to slower decisions, inconsistent execution, and reduced productivity.

The Help Agent changes that.

Embedded directly within the planning workflow, the Help Agent delivers instant, contextual guidance exactly when planners need it. By asking questions in natural language, planners receive clear, accurate answers in seconds, without leaving their workflow.

Powered by AI and grounded in Baxter Planning's deep domain expertise, the Help Agent acts as a trusted teammate, providing explainable guidance that reinforces best practices, accelerates learning, and enables planners to operate with greater speed and confidence every day.

How it works:

- Understands planner intent through natural language queries within the planning workflow
- Delivers contextual, accurate answers tied to features, workflows, and best practices
- Surfaces relevant guidance instantly, eliminating time spent searching across resources
- Reinforces best practices to drive consistent, high-quality decision-making across the Service Supply Chain

KEY FEATURES

INSTANT ANSWERS, RIGHT IN THE WORKFLOW

- Ask questions in natural language directly within planning workflows
- Get instant, contextual answers grounded in Baxter Planning expertise
- Receive clear, structured guidance with actionable insights
- Obtain source-backed explanations for transparency and confidence

BUILT FOR GLOBAL TEAMS

- Interact in your preferred language
- Ensure consistent guidance across regions, teams, and roles
- Remove language barriers to accelerate adoption and daily productivity

ACCELERATED ONBOARDING AND ADOPTION

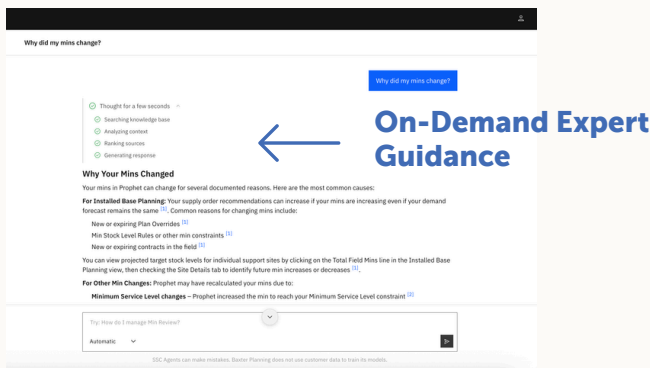
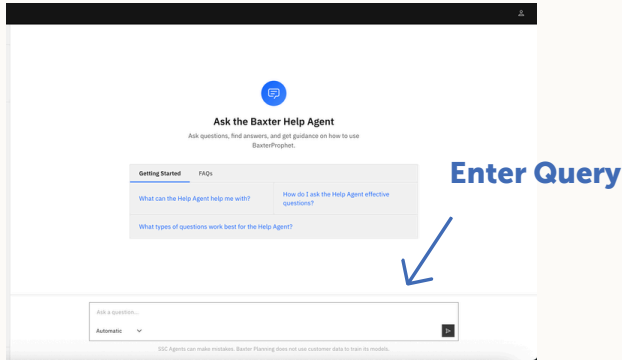
- Enable new and experienced planners to learn and apply best practices faster
- Reinforce standardized processes across your Service Supply Chain operations
- Reduce dependence on knowledge silos and reduce bottlenecks
- Keep planners focused on high-value planning activities, not searching for answers

PROVEN RESULTS



Get answers up to 20x faster, reducing delays and increasing planner productivity.

HOW PLANNERS USE THE HELP AGENT TO GET ANSWERS INSTANTLY



WHY BAXTER PLANNING?



Practitioner Expertise

Decades solving real-world Service Supply Chain problems



Purpose-Built Technology

End-to-end platform embedded with specialized AI and Data Core



Industry-Leading Outcomes

Combination of technology and partnership yield accelerated results

ABOUT BAXTER PLANNING

Baxter Planning is a global leader in Service Supply Chain software, delivering a Service Experience Advantage to the world's most innovative enterprises for over 30 years. The end-to-end BaxterPredict platform empowers organizations to optimize service parts planning, execution, and resolution, driving superior customer experiences, fostering long-term loyalty, and fueling business growth.

By combining purpose-built technology, award-winning AI, decades of practitioner expertise, and a commitment to true partnership, Baxter Planning consistently delivers industry-leading outcomes for its clients.

The company is headquartered in Austin, Texas, United States, with offices around the globe.

For more information, visit www.baxterplanning.com.

