In-the-Field: Real-Time Troubleshooting Guides for Your Teams

Real-Time Guidance, Right When It's Needed

Technicians encounter unexpected issues on the job every day, but relying too often on supervisors for answers can slow down the team and impact productivity. Without easy access to accurate information, even routine repairs can lead to repeat visits, longer job times, or unnecessary downtime. Training can't stop at onboarding. Teams need resources that support performance in real time.
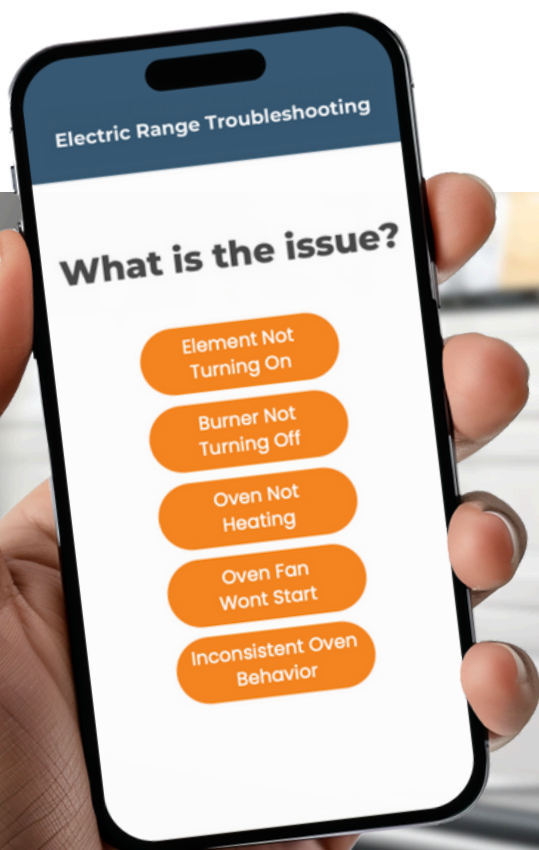
Our real-time Troubleshooting Guides are part of a comprehensive, structured development program that extends learning to maintenance technicians at the exact moment they need it most. Whether they're locating a component, taking a key measurement, or confirming a diagnosis, these mobile-optimized guides deliver instruction with built-in knowledge checks to reinforce accuracy. Techs can access them anytime, on any device, helping them stay productive, consistent, and prepared to get the job done right the first time.

Equip Your Team to Solve Problems On the Spot

Troubleshooting Guides complement your structured learning by delivering support exactly where and when it's needed: on the job. Whether a technician is troubleshooting a live issue, ramping up in a new role, or stepping outside their usual responsibilities, these guides provide real-time instruction to boost confidence and performance in the field.

HERE'S HOW YOU CAN USE THEM:

- **Live and Interactive Troubleshooting:** Step-by-step support helps techs work through issues independently, reducing delays, guesswork, and support calls.

- **On-the-Job Onboarding:** New hires apply skills in real-world scenarios, building confidence and speeding up ramp time without added oversight.

- **Cross-Training and Skill Reinforcement:** Guides make it easier for techs to take on new tasks or revisit common ones, broadening capabilities across the team.

- **More Accurate Repairs:** Built-in checks and a standardized approach help reduce variation, callbacks, and rework across your workforce.

Step-by-Step Support,
Right in the Palm of Your Hand

By connecting structured training with real-time jobsite support, Troubleshooting Guides create a learning experience that sticks.

HERE'S HOW THESE GUIDES DELIVER SUPPORT ON THE JOB:

- **Mobile-First Design:** Provide easy access on phones and tablets while on the job.

- **Step-by-Step Instructions:** Guide techs through tasks with clear, actionable walkthroughs.

- **Equipment Breakdown Views:** Zoom in on specific equipment to show key parts, their functions, and how they work together.

- **Interactive Questions:** Reinforce each step and keep techs engaged in real time.

- **Just-in-Time Access:** Support techs before, during, or after a repair – exactly when they need it.

- **Standardized Processes:** Promote consistent troubleshooting across your entire team.

With Interplay, you can ensure technicians are not only ready in the moment but are steadily building the skills to grow, adapt, and succeed long term.
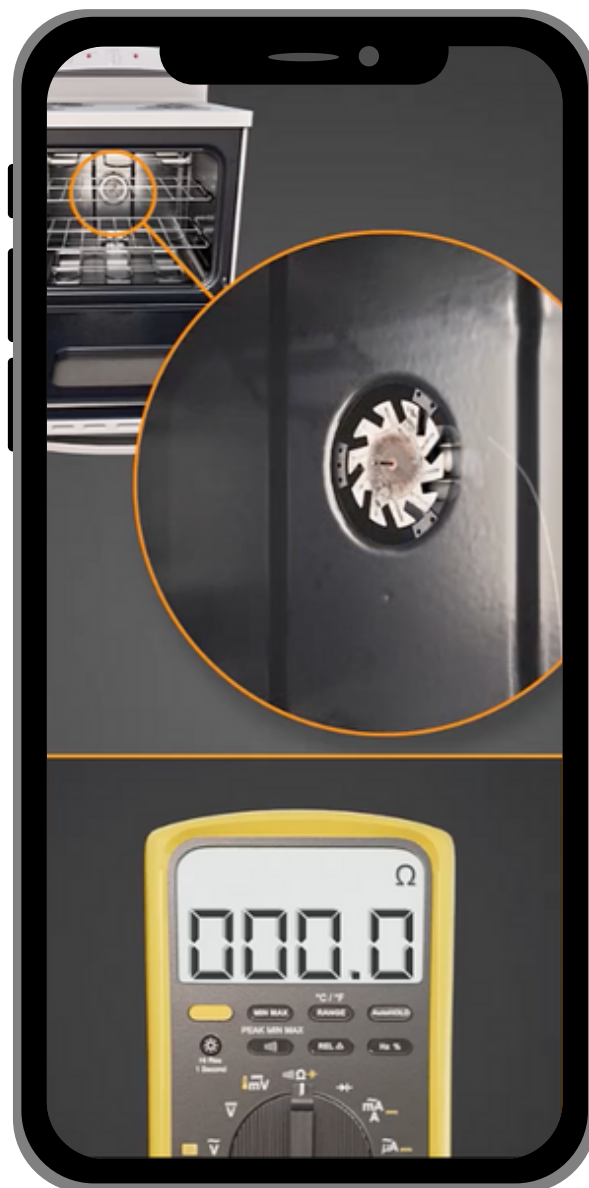
Contact Interplay Learning for more information.

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