

PersoniWay Launches AI Platform for BAS Technicians with Smart Ticketing, Dispatch, and Instant Drawing Access

PersoniWay is an AI-powered platform for field service teams in building automation. It streamlines ticketing, dispatch, and troubleshooting with instant access to drawings and schemes—where speed, accuracy, and documentation really matter.



Cary, North Carolina Jun 2, 2025 ([Issuewire.com](https://www.issuewire.com)) - [PersoniWay](https://personiway.com), a U.S.-based startup, announces the launch of its AI-driven ticketing and dispatching platform tailored for independent controls contractors and BMS/BAS service teams. The platform empowers field technicians with instant access

to technical **drawings, wiring diagrams**, and AI-guided workflows to resolve service issues faster and more accurately.

PersoniWay reimagines field service support by embedding artificial intelligence directly into the service process — from **smart ticket creation** and **automated dispatching** to in-field assistance and **call summarization**. Built specifically for BMS (Building Management Systems) and HVAC operations, the platform helps teams increase uptime, reduce onboarding time, and streamline technical support at every level.

Key features include:

- **Instant Access to Drawings and Schemes:** Automatically surfaces relevant **wiring diagrams**, floor plans, and system layouts to reduce back-and-forth.
- **Smart Dispatch: Assigns jobs intelligently based on technician location, skillset, equipment type, and workload** — ensuring the right person gets the right job at the right time.
- **AI Assistant for Field Techs:** Provides real-time help with troubleshooting, on-site instructions, and issue resolution.
- **Built-In Calling & Communication:** Integrated voice tools connect field technicians with engineers in real time — no need for external call centers or third-party apps.
- **Call Summarization & Analytics:** Generates detailed summaries and operational insights from technician feedback and activity logs.
- **Training & Team Optimization:** Identifies knowledge gaps and recommends improvements based on ticket data.
- [Knowledge hub](#): Built-in repository of datasheets, wiring standards, and specs for popular BAS/BMS controllers and devices.

"Technicians shouldn't be slowed down by missing diagrams, scattered tools, or outdated systems," says **Vitaliy Zarubin**, founder of PersoniWay.

"We built this platform to simplify how service issues are handled — and to give technicians everything they need in one place, including instant access to drawings, instructions, and expert-level support."

PersoniWay is currently running pilot projects with service and integration teams in the U.S. The company is actively seeking new partners and early adopters in the building automation and HVAC sectors.

PERSONIWAY

Voice-Activated AI
Instantly convert voice to critical data

Visual Support
Instant access to drawings & documentation

AI Troubleshooting
Assists with indoor air quality diagnostics

Automated Data Transfer
Records & shares info with support engineers

Focus the expertise where needed!
[GO TO DEMO](#)

Analytics & Reporting
Weekly insights on issues & performance

Knowledge Expansion
Helps technicians sharpen skills over time

Service Ticket Integration
Streamlines workflow with existing systems

Smart ticketing system with drawings object detection for on-site techs

Field technicians spend 95% of their time finding the source of the problem and only 5% fixing it.

We are helping to:

- Find problem sources faster
- Reduce the workload of experienced staff
- Control calls between employees
- Build your own knowledge base

We are working with:

- Control contractors
- BMS integrators
- Contractors
- Contractors and subcontractor firms

ANALYZE YOUR JOBS

Get complete information about tickets, logs, audio call summary, AI conversation logs, resolution time, and more. Reduce time spent on ticket resolution!

[Insights](#)

Dashboard

Summary: 100% (100/100) tickets resolved, 0.5h avg resolution time, 0.5h avg wait time, 0.5h avg on-site time, 0.5h avg off-site time, 0.5h avg total time.

Neutronic CMM100 failure

Neutronic CMM100 failure is a common issue in HVAC systems. It is caused by a faulty capacitor or a loose connection. The solution is to replace the capacitor or tighten the connection.

100 Landmark

100 Landmark is a leading provider of HVAC services. They have a long history of providing high-quality service to their customers. They are currently looking for new partners and early adopters in the building automation and HVAC sectors.

[Qualification • Time • Money](#)

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