



FRIDAY AI™ Discovery Questions for Inside & Field Sellers

1. General Environment and Pain Points

- How are you currently monitoring your network, servers, or endpoints today?
- What tools or systems do you rely on to detect performance or device failures?
- When something goes down — like Wi-Fi, a switch, or a camera — how do you identify why it failed?
- Do you ever experience “false alerts” or wasted truck rolls from incomplete diagnostics?
- How long does it typically take your team to isolate the root cause of a service issue?

2. Automation and Efficiency

- Do you have automation in place today to restart services or remediate failures automatically? • How many incidents or service tickets could be automated if your system could detect and fix issues itself?
- Has your organization set any goals around reducing MTTR (Mean Time to Repair) or field service costs this year?
- If you could resolve 50–60% of common issues without human intervention, how would that impact your team’s workload or budget?

3. Visibility and Integration

- How complete is your current visibility across connected devices — switches, firewalls, access points, IoT, cameras, etc.?
- Do you maintain separate tools for network monitoring, camera health, and device discovery? • How well do those tools integrate or share data with your existing infrastructure (Cisco, Meraki, Aruba, Verkada, etc.)?
- Would having a single AI-driven dashboard that maps all connected devices in real time help your team?

4. Camera & Security Operations (ClearSight Use Case)

- How do you ensure your security cameras are always providing clear, usable footage?
- Do you have a way to detect when a camera lens is obstructed, dirty, or impacted by weather or lighting?
- Have you had incidents where footage was missing or unusable when it mattered most?
- Would automated camera-quality monitoring reduce your dependency on manual inspections or truck rolls?



5. Business Outcomes & Value

- If your current monitoring system remedy outages, what would that be worth to your operations?
- How often do you lose productivity or customer satisfaction due to unplanned downtime?
- Do you have key initiatives around operational uptime, customer experience, or digital modernization this year?
- Are you open to a short demo showing how AI can automate root cause detection and remediation across your environment?

Bonus: Qualifying Cues

Reps and SE's should listen for these trigger phrases or situations:

- "We spend too much time troubleshooting."
- "We don't have full visibility of our devices."
- "Our monitoring tools don't integrate."
- "We're trying to reduce on-site technician visits."
- "We're not sure why certain outages happen."