

## Press Release

October 4<sup>th</sup>, 2022

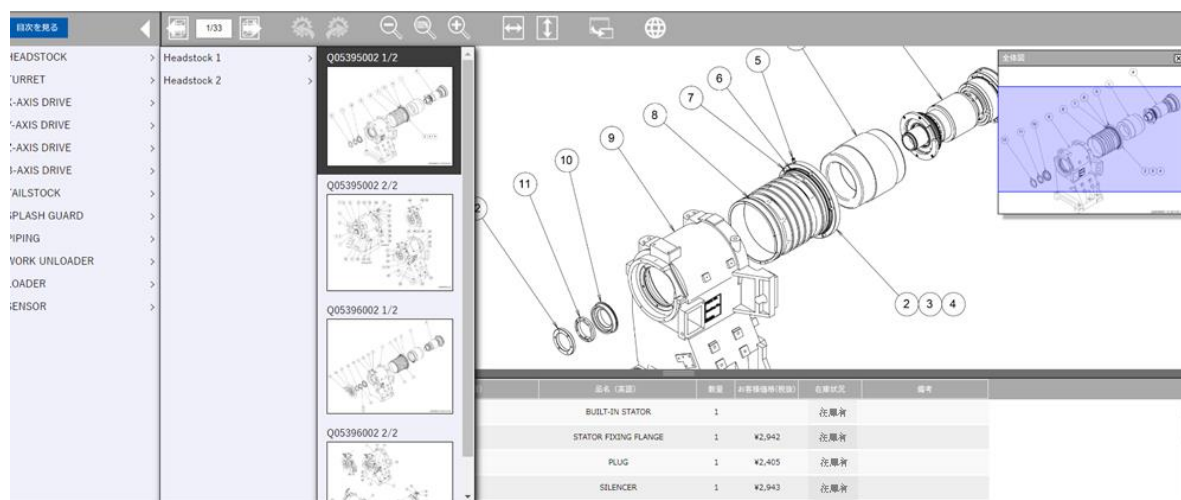
# New Services available on *my* DMG MORI “Parts Selector” & “Chatbot”

DMG MORI CO., LTD. (hereafter referred to as “DMG MORI”) has released “Parts Selector” and “Chatbot” as two new services on the customer portal *my* DMG MORI.

Since its launch, the online service portal *my* DMG MORI has been sharing after-sales service information digitally with customers and solving machine problems as fast as possible to ensure efficient machine usage. *my* DMG MORI enables customers to view machine manuals, electrical drawings, past repair and purchase histories. Furthermore, customers can use the “Service Request” function to directly contact DMG MORI Service Center while also sending images, videos, and programs. The now available “Parts Selector” and “Chatbot” are the newest additions to the online service portal.

### **New Service No. 1: Parts Selector**

Parts Selector allows customers to select and order spare parts, consumable parts, and DMQP products\*<sup>1</sup> directly on *my* DMG MORI\*<sup>2</sup>. In the past, customers had to rely on parts lists printed on paper with drawings and spare parts numbers to make orders. With Parts Selector, customers can select parts directly from drawings in a digital parts list, making parts orders easier than ever before. In addition, customers can place repeat orders from their purchase history or check the inventory status and list prices to support their order decision. DMG MORI is the first company in the machine tool industry to provide an online service for ordering parts\*<sup>3</sup>. The functions of Parts Selector will be gradually extended in the future, including an alert function to notify customers of needed replacement of consumable parts based on their machine operation data, and more.



Parts Selector Screen (Digital parts list)

## **New Service No.2: Chatbot**

Chatbot assists customers by answering questions about machine operation or repair. Customers can submit their questions directly via chat and Chatbot's AI automatically sends the best answer. Until now, all inquiries to DMG MORI Service Center had to be answered by phone, but with Chatbot, customers receive the best solutions immediately without having to wait. Chatbot can also be used from a smartphone or tablet to solve your questions anywhere and anytime.

In addition, Chatbot can estimate the cause of a machine problem based on DMG MORI's database of past problems and repairs. When the cause of a problem remains unclear, simply inputting the machine operation status will allow Chatbot to show the machine components that are most likely causing the problem. If Chatbot suggests a solution that requires a visit by DMG MORI's service engineers, customers are automatically forwarded to the Service Request page to contact DMG MORI Service Center. Chatbot's AI will continue to learn from data and evolve to answer even more complex questions in the future.

DMG MORI will continue to provide a variety of services on *my* DMG MORI to help customers further improve their productivity.

<sup>\*1</sup> Abbreviation for "DMG MORI Qualified Products", peripheral devices certified by DMG MORI.

<sup>\*2</sup> Currently available for NLX, NTX, and NHX series (except NHX8000/10000). Machine models will be gradually extended.

Consumable parts and DMQP products will be available on *my* DMG MORI by the end of 2022.

<sup>\*3</sup> According to DMG MORI's research.

ホーム > 保有機一覧 > 保有機情報詳細

## 保有機情報詳細



### NLX1500SY/500-F

機番	0000000000
納入日 <sup>※</sup>	2016-09-20
保証期限	2018-09-20

※ 納入日：初回納入日または設置日の解除日

修理/復旧に

チャットでお問い合わせ

閉じる ×

クーラントポンプの音鳴り

2022/05/15 13:49

クーラントポンプ作動中に音鳴り（異常音）がした場合は、「クーラントの油量不足」または「クーラントポンプ吸い込み口の目詰まり」が考えられます。必要に応じてクーラントの補給や清掃を行ってください。いずれも問題ない場合は、逆止の弁（機種により装備されます）の不良やクーラントポンプの不良が考えられます。修理箇所センタにご連絡ください。

説明書の内容がお客様の機械仕様に合致しない場合があります。その場合は大変恐れ入りますが、サービスリクエストにて修理箇所センタへお問い合わせください。

8.1.17.2 クーラントの点検と補給

8.2.9.4.5 クーラントポンプ吸い込み口の目詰まり

質問を入力してください

送信

Chatbot on my DMG MORI