

# Launch of the “Kurashi no Rescue Site,” Where AI Dispatches Service Staff to Solve Everyday Problems

Leveraging AI to respond quickly to everyday troubles such as locks, plumbing, vehicles, pest and wildlife control, yard care, electrical work, and more

R Interactive Pte. Ltd. has launched the “Kurashi no Rescue Site,” a service site where AI selects and dispatches service staff who can handle a wide range of problems that arise in everyday life.

“Kurashi no Rescue” is a rescue service site that responds to a broad range of everyday concerns, including lock troubles, plumbing troubles, vehicle troubles, pest and wildlife control, yard care, electrical work, home repairs and renovations, and computer repair.



## 業者を探す

くらしのトラブルを解決できる専門業者をご紹介します。  
該当するお悩みをクリックしてお進みください。

<b>鍵のトラブル</b> 鍵開け、鍵の交換、鍵の修理、鍵の取付、紛失鍵作成、金庫、車の鍵、バイクの鍵、イモビライザー、その他 	<b>水道のトラブル</b> トイレのつまり、トイレの水漏れ、洗面所のつまり、水道の水漏れ、キッチンつまり、キッチン水漏れ、屋外作業、給湯器のトラブル、その他 	<b>車のトラブル</b> バッテリー上がり、ガス欠、レッカー移動、タイヤ交換・パンク、その他 
<b>害虫の駆除</b> シロアリの駆除、ハチの巣駆除、アリの駆除、ゴキブリの駆除、ダニの駆除、ノミ・トコジラミの駆除、ムカデの駆除、その他 	<b>害獣の駆除</b> ネズミの駆除、アライグマの駆除、ハクビシンの駆除、イタチの駆除、コウモリの駆除、ハトの駆除、ヘビの駆除、その他 	<b>お庭の手入れ</b> 草刈り、伐採、剪定、砂利敷き、芝張り、人工芝、防草シート、アスファルト工事、カーポート、シャッター修理、その他 

## 1. Issues in Everyday Troubles

Everyday troubles can happen suddenly.

“I lost my front door key and cannot get into my home.”

“My toilet is clogged.”

“My car battery is dead.”

“I found a wasp nest.”

“I need trees in my yard pruned right away.”

“I want to fix an electrical equipment problem.”

Although these kinds of troubles are often urgent, it takes significant effort for customers to find a reliable specialist, confirm which provider can respond, and compare fees and arrival times.

In addition, businesses that provide on-site services must complete many steps, including confirming the

request details, understanding the site address, selecting available staff, contacting staff, and sharing customer information. As a result, time can be lost before the service response begins.

## **2. AI Selects and Dispatches the Most Suitable Service Staff**

To solve these issues, R Interactive Pte. Ltd. has launched the “Kurashi no Rescue Site,” where AI automatically selects and dispatches service staff who can respond to everyday troubles.

When customers select the relevant issue on the website, AI chooses the most suitable service staff based on the request details, service area, and staff availability.

The AI uses data such as past case records, each service staff member’s area of expertise, work details, available service areas, current location information, and road conditions to identify the service staff best suited to the customer’s trouble.

This enables customers to smoothly request help from service staff who can respond to everyday troubles, without having to search for multiple service providers on their own.

## **3. Integration with R-PLACE, R-FORM, and R-NET**

The “Kurashi no Rescue Site” streamlines the process from request reception to service staff arrangement, on-site response, and case management by integrating with R Interactive Pte. Ltd.’s independently developed AI dispatch system “R-PLACE,” web request form system “R-FORM,” and business management system “R-NET.”

### **Integration with R-PLACE**

R-PLACE is a system in which AI automatically determines and contacts the service staff best suited to the trouble and able to arrive at the customer’s location in the shortest time, based on data such as staff expertise, location information, and road conditions.

By using R-PLACE, the “Kurashi no Rescue Site” automates the selection of service staff according to the type of trouble and aims to provide faster responses.

### **Integration with R-FORM**

R-FORM is a system in which AI automatically sends instructions to service staff when customers enter their request details and customer information into a web form.

Through the “Kurashi no Rescue Site,” the company aims to support not only phone requests but also web requests in the future, allowing AI to arrange service staff based on the information entered.

### **Integration with R-NET**

R-NET is a business management system designed to improve operational efficiency and information sharing between field staff and the back office.

By sharing case information, customer information, work details, sales information, and other data, the system strengthens cooperation between field staff and the back office and improves the operating efficiency of on-site services.

## **4. Supported Services**

The “Kurashi no Rescue Site” mainly supports the following types of everyday troubles.

- Lock troubles

Lock opening, lock replacement, lock repair, lock installation, lost-key creation, safes, car keys, motorcycle keys, immobilizers, and more

- Plumbing troubles

Clogged toilets, toilet leaks, clogged washbasins, water leaks, clogged kitchens, water heater troubles, and more

- Vehicle troubles

Dead batteries, running out of fuel, towing, tire changes and punctures, and more

- Pest control

Termites, wasp nests, ants, cockroaches, mites, fleas, bedbugs, centipedes, and more

- Wildlife control

Rats, raccoons, masked palm civets, weasels, bats, pigeons, snakes, and more

- Yard care

Grass cutting, tree felling, pruning, gravel laying, turf installation, artificial turf, weed-control sheets, carports, shutter repair, and more

- Electrical work

Antenna work, switch work, air conditioner work, LAN wiring, LED work, intercom work, outlet work, ventilation fan and range hood work, lighting work, and more

- Other services

Pet cremation, home repairs and renovations, computer repair, and more

## **5. Expansion of the Partner Store Network**

Kurashi no Rescue is also recruiting partner stores that provide on-site services in each region.

Partner stores can accept cases they are able to handle after reviewing the request details and customer information. By using R-NET, they can efficiently check case information, share customer information, report work, manage sales information, and more.

The company will continue expanding its service areas and supported business categories, while building a system capable of responding to even more customers' everyday problems.

## **6. About the Kurashi no Rescue Site**

The "Kurashi no Rescue Site" is a rescue service site where AI selects and dispatches the most suitable service staff to customers facing various troubles in everyday life.

The site supports a wide range of everyday troubles, including locks, plumbing, vehicles, pests and wildlife, yard care, electrical work, renovations, and computer repair, with the goal of being a service that customers can consult immediately whenever they are in trouble.

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Site URL:

<https://www.rescue.info/>

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Contact for Implementation Inquiries

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