

See the Work, Prevent the Incident

EON Live Experts and Work Intelligence

How real-time AI video experts that listen, watch and talk extend scarce expertise across sales, learning, training and the field.

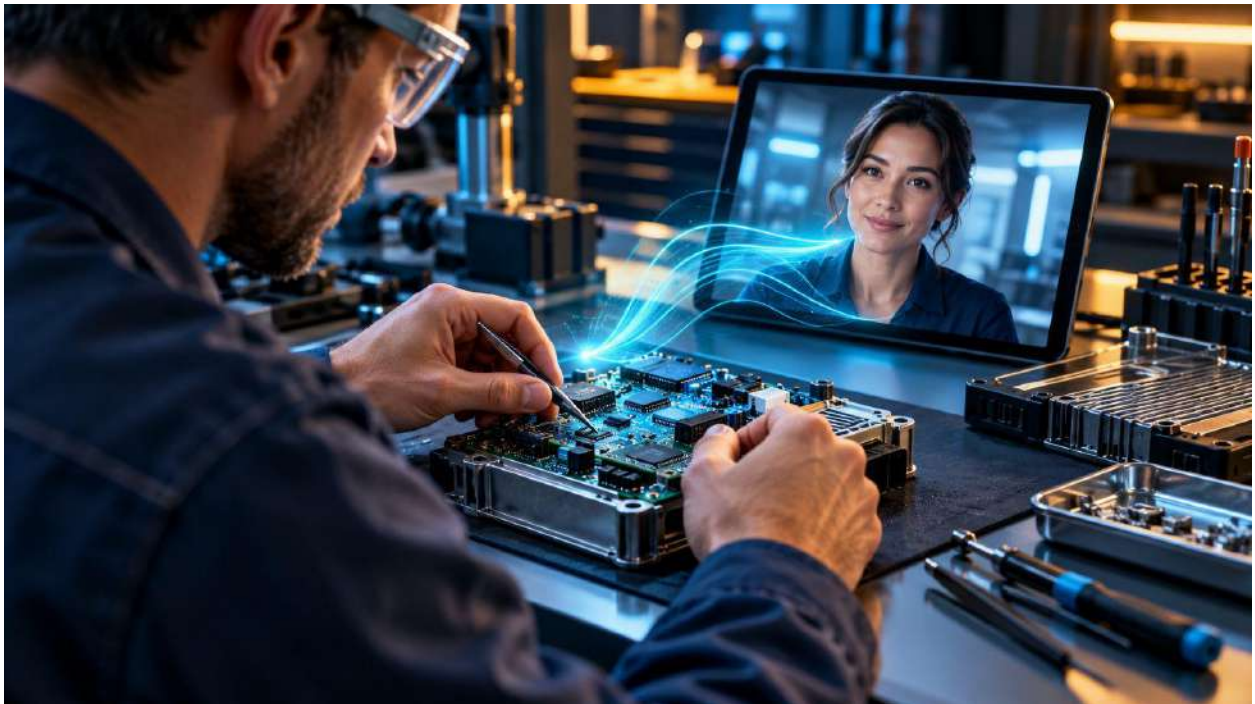


Illustration: a live expert on the control-room wall flags a developing problem while there is still time to act.

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Executive summary

Most serious workplace incidents start with something that somebody did not see, or saw and did not act on. EON's Work Intelligence platform was built to make that hidden part of work visible. This paper describes the next step: EON Live Experts, a family of real-time AI video experts that can see the work as it happens and speak up in time.

Earlier AI avatars worked as a relay. They turned speech into text, passed the text to a language model, and turned the answer back into speech. They heard words but could not see the work. The new generation of real-time conversational video AI also watches. It can follow a shared screen or a camera view, notice hesitation or a wrong move, and respond in the moment.

EON is starting where it feels the pressure itself. The first product, EON Demo Specialist, joins sales calls as a private coach for the presenter and as a clearly labelled AI co-presenter. From there, the same live experts move across EON's Learn, Train and Perform loop: a next level of Brainy Soft Skills with lifelike faces, an expert on the call in Field IQ, structured interviews and a consented Living Expert in EON Tacit, a Tacit-grounded oral examiner, a Genesis mentor with a face, crisis roleplay in Situation Room, and a Competence IQ / Permit IQ pre-briefing.

Every EON Live Expert says it is an AI, asks for consent before recording, answers from expert knowledge that EON has captured and reviewed, and leaves decisions to people. EON Demo Specialist is entering a pilot now. The rest of the family is coming.

1. Why incidents happen, and why expertise does not scale

1.1 The facility is not blind, but it does not see the cause

A modern industrial facility measures a great deal: pressure, flow, temperature, alarms, historian trends, asset condition and production. Yet people are still injured and killed. The International Labour Organization estimates that around 2.93 million workers died from work-related factors in 2019, 330,000 of them in work accidents, roughly 900 people every day.

EON's July 2026 white paper, "Preventing Incidents Where They Are Born," explains why. The data a facility collects describes the consequence of work, recorded after the fact. It does not preserve the cause: the authorized intent, the human judgment, the field execution and the governance of each job, where EON estimates that more than 70% of incidents originate. EON models a complete record of one job, a Verified Work Episode, as roughly 45% evidence the facility already owns and 55% evidence that has to be created. That missing 55% is where incidents are born.

The central thesis is simple: you cannot prevent what you cannot see. Almost every incident gives a warning first. A pump gets noisier over three weeks. A checklist step is skipped on a short-handed shift. Experienced people can read those signs. The problem is that there are not enough of them in the right place at the right moment.

1.2 The experts are few, and they are leaving

The people who can spot the warning — the senior operators, mentors, assessors and field experts — are scarce and many are retiring. Their judgment is rarely written down. Training content can now be produced at scale, but a patient expert who watches you do the job, corrects you at the moment of the mistake and checks that you are ready cannot be copied the same way.

1.3 The same pattern in sales

EON sees the same problem in its own business. The EON platform now spans more than fifteen products. A strong demonstration needs someone who can open the working product, explain it in plain language and answer hard technical questions on the spot. That expertise has sat with a handful of people. More meetings with the same few experts means either weaker demonstrations or experts on calls all week.

2. The shift: from relay avatars to AI that sees

Real-time conversational video AI has changed in three ways that matter for work.

- It perceives. It can read a shared screen and a camera view, as well as expressions and tone, and use what it sees in the conversation.
- It takes turns naturally. It knows when to listen and when to speak, so it can be interrupted, redirected and asked follow-up questions like a colleague.
- It acts. It can call tools in the background, such as looking up approved material or booking a next meeting, and it can produce a structured summary afterwards.

The leading real-time AI video models are moving further, toward single models that listen, watch and talk at the same time instead of passing information along a relay. Those newest models are still at the research stage. EON's approach does not depend on them. EON pilots on production technology available today, which can already see a shared screen and a camera, and will adopt newer models as they become available and safe to deploy.

Realism is useful because it makes the conversation easier. It is not a goal in itself. EON Live Experts will always tell people they are AI.

The showcase: "don't do that, do this"

The clearest example of the shift is a hands-on repair. A technician works on a circuit board or a machine. The live expert watches through the camera, sees the technician reach for the wrong point, and says, in effect, "don't do that, do this." The correction arrives before the wrong step, not in a report afterwards. That is the maintenance, repair and operations (MRO) showcase, and it is the ability that runs through most of the use cases in section 4.

Illustration: the MRO showcase. The live expert sees the wrong step and points to the right one.

3. EON's Learn, Train, Perform loop

EON describes its platform as "One Platform. Two products. One loop." The Digital Twin covers Learn and Train: it builds the living model of a facility and turns procedures into scored practice. The Work Loop covers

Perform: it guides, checks and captures every job in the field. Outcomes help people get the job and keep it. Together they form Work Intelligence, the system of record for work.

EON Live Experts are not a separate product line beside this loop. They give the loop a face and a voice. The knowledge, scoring and evidence the platform already holds become available in a live conversation, and every conversation leaves new evidence that flows back into the platform.

4. The use cases

4.1 EON Demo Specialist: coach and co-presenter for sales

EON Demo Specialist works in two ways at once. As a private coach, it sits on the presenter's screen and suggests the next discovery question, the next product to show and the approved answer to a common objection. As a co-presenter, it joins Zoom, Google Meet or Microsoft Teams as a clearly labelled AI participant, demonstrates the EON platform in a set running order, and answers technical questions from approved material. The EON seller owns the relationship and can take over at any moment.

A typical call: the invitation names the AI; the seller opens; the AI introduces itself and asks for consent to record; the seller leads discovery with private prompts; the AI demonstrates the products that fit; objections are handled with approved answers; the next step is agreed. Afterwards the transcript, action items and a draft follow-up go to the seller, who reviews and sends. The AI sends nothing on its own. A self-serve demo room, available at any hour, is planned as the next step.

Illustration: a sales video call with a clearly labelled AI co-presenter tile alongside the product demonstration.

4.2 Brainy Soft Skills, the next level

Brainy Soft Skills already runs multi-avatar roleplay with a whisper coach, voice-tone tracking and radar-chart scoring. Lifelike faces take the existing product to its next level: the roleplay partner reacts to hesitation, gaze and tone, so the learner feels there is an expert on the call. It is an upgrade to Brainy Soft Skills, not a new product.

Illustration: a trainee in a soft-skills roleplay with a lifelike, clearly labelled AI face and live scoring.

4.3 Field IQ expert on the call

Field IQ already guides a worker through the job step by step and checks each step from a photo. When a worker needs more help, an EON Live Expert can join on the phone or tablet, look through the camera, see the step and guide it, before a human expert is called. This requires a network connection and is designed for online use.

4.4 EON Tacit structured interview

Before experienced people retire, a live expert runs a structured interview with them, asks follow-up questions, watches them demonstrate a task on camera, and files the result in EON Tacit. This is how expert knowledge becomes content that the rest of the family can use.

4.5 EON Tacit Living Expert

With the expert's written consent, EON can create a digital twin of a named expert that answers only from that person's captured knowledge. It carries the highest consent burden of any use case: the expert agrees to the use of their likeness and voice, can see what it says, and can withdraw.

4.6 Tacit-grounded oral examiner

Today's oral interview in Situation Room, Assess IQ and Competence IQ is replaced by a much better one. The examiner's questions, follow-ups and model answers come from real expert knowledge captured in EON Tacit, so the candidate is examined the way a real expert would examine them. The examiner confirms identity on camera, can watch the candidate explain or demonstrate, and scores against a rubric. A person reviews the result. The same grounding powers a sparring partner that helps new sellers rehearse with a realistic, expert buyer.

4.7 Genesis mentor with a face

Genesis turns a written procedure into a scored simulator. A live expert mentor makes it more immersive: it watches the learner's simulator screen and steps in at the moment of a mistake, the same way a good instructor would.

4.8 Situation Room crisis roleplay

Situation Room turns major accidents into courses. Live experts add the people a real incident involves: a regulator, a journalist, a family member, a union representative. Learners rehearse the hardest conversations of an incident, in their own language, before they have to have them for real.

4.9 Competence IQ / Permit IQ pre-briefing

Before a job starts, a live expert briefs the worker or contractor on the hazards in the permit, in their own language, asks challenge questions, and checks that they are competent for the task. Readiness is confirmed before the work begins, not after something goes wrong.

5. How it works, at a high level

Three design rules hold across the family. Answers come from approved material, and anything outside it goes to a person. Prices, commitments and safety decisions come only from people. Every action outside the conversation, such as an email or a record update, is a draft until a person approves it.

6. Trust, disclosure and consent

An AI that looks and sounds natural must be honest about what it is. EON applies the same rules everywhere, not only where the law requires them.

- Always an AI. The live expert is named as an AI in the invitation, says so in its first words, and carries a visible label for the whole session.
- Consent first. It asks for consent before recording and logs the answer. If someone declines, recording stops.
- Disclosed perception. If it reads expressions or tones, it says so.

- No impersonation. It never presents itself as a real person. A named expert's likeness is used only with written consent.
- People decide. Assessment results are reviewed by people; nothing is sent without approval.
- Your data stays yours. Recordings and transcripts are stored under the customer's control.

These rules align with the transparency obligations of the EU AI Act (Article 50), which require that people are told when they are interacting with an AI system, that synthetic images and video are labelled, and that people are informed when emotion recognition is used. Rules on recording consent vary by country and state, and EON reviews them for each region before deployment.

7. What is coming, and how to join the pilot

Now: EON Demo Specialist is entering a pilot with EON's own sales team and EON Demo Clinics, running the private coach and the visible co-presenter together. The pilot measures how often a call ends with a booked next step, how much expert time each meeting needs, answer accuracy, participant feedback and cost per call.

Next: a self-serve demo room, available at any hour, and the first live experts beyond sales, starting with the Tacit structured interview, the Tacit-grounded oral examiner and the Brainy Soft Skills upgrade.

Then: the MRO showcase in Field IQ and Genesis, Situation Room crisis roleplay, the Competence IQ / Permit IQ pre-briefing and the Tacit Living Expert, each after consent, legal and safety review.

Join the pilot. Organizations in safety-critical industries that want to help shape EON Live Experts can contact EON AI Ventures, or see the technology at an upcoming EON Demo Clinics.

Conclusion

Most incidents start with something somebody did not see. Most organizations also have too few experts to be everywhere they are needed. EON Live Experts answer both problems with the same idea: an expert that can see the work as it happens, speak up in time, and always be honest that it is AI. EON starts in sales, where it can measure the result itself, and then brings the same live experts into learning, training and the field.

Sources: International Labour Organization estimates as cited in EON AI Ventures' 1 October 2026 Field IQ release; EON AI Ventures, "Preventing Incidents Where They Are Born" (July 2026); EU AI Act, Article 50.