

CASE STUDY

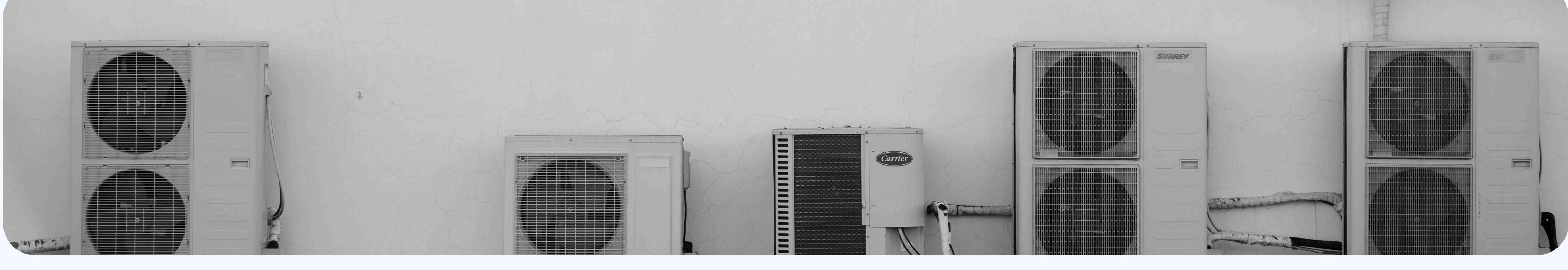
AI-Driven Service Booking

How we improved service booking and dispatch efficiency with AI, increasing captured requests and optimizing technician utilization.

01 THE CHALLENGE

Missed Calls Service Delays

The company faced high service demand, missed calls, and inefficient scheduling, leading to lost revenue and poor customer experience.



Missed Service Calls

High call volumes during peak hours led to lost service requests.



Inefficient Scheduling

Manual dispatching caused delays and technician overlaps.



No Visibility

Lack of real-time job tracking reduced operational control.

02 THE SOLUTION

Unified Workflow

01

Voice + Chat AI

Service Booking Agent

Captures incoming calls and messages, books appointments instantly, and records service issues accurately.

02

Smart Dispatch System

Scheduling Agent

Assigns technicians based on location, urgency, and availability in real time.

03

Live Tracking System

Job Tracking Agent

Provides real-time updates on technician status and job progress to customers.

04

Billing Automation

Invoicing Agent

Automates invoice generation and sends reminders for payments and maintenance.

03 TRANSFORMATION

Before vs After

Service_Calls_July_Heatwave.xlsx			
JOB	LOCATION	STATUS	TECH
HV-7701	Phoenix AZ	MISSED CALL	Unassigned
HV-7702	Dallas TX	OVERBOOKED	R. Mitchell
HV-7703	Las Vegas NV	NO PART IN VAN	D. Kowalski
HV-7704	Atlanta GA	NO UPDATE	ETA unknown

47 emergency calls missed during peak heatwave

Manual routing • Customers waiting with no AC

AVG RESPONSE

~6 hrs

FIRST-TIME FIX

58%

INVOICE DELAY

11 days

REVENUE LOSS

~\$9,840



TechYard AI HVAC Dispatch			
CALLS CAPTURED		FIRST-TIME FIX	CONFLICTS
284/284		96%	0
AVG DISPATCH	1.8s		
JOB	LOCATION	STATUS	ETA
HV-7701	Phoenix AZ	✓ Auto-dispatched	35 min
HV-7702	Dallas TX	✓ Nearest tech routed	50 min
HV-7703	Las Vegas NV	🔄 Parts pre-loaded	1.2 hr
HV-7704	Atlanta GA	✓ Live tracked	25 min

All 284 service calls dispatched • 0 conflicts • Invoices auto-sent

Parts inventory synced to vans • Customers notified via SMS in real time

✗ Manual Operations



Missed Bookings

Unanswered calls leading to lost service opportunities.



Manual Scheduling

Inefficient technician allocation and delays.



No Updates

Customers unaware of job status or arrival times.



Delayed Billing

Invoices generated late with inconsistent follow-ups.



✓ AI-Powered System



Instant Booking

Every request captured instantly, 24/7.



Optimized Dispatch

Smart technician allocation with no overlaps.



Real-Time Updates

Customers receive live status notifications.



Automated Billing

Invoices generated instantly with follow-ups.

04 SCALABILITY

Built to Handle Lead Volume



24/7 Availability

Handles service requests anytime without delays.



Bookings Management

Processes multiple bookings in parallel.



Real-Time Optimization

Continuously adjusts scheduling based on demand.



Multi-Area Scaling

Deployable across multiple service regions and teams.



Whether handling seasonal spikes or daily operations, service remains consistent and efficient.

05 RESULTS

Measurable Impact, Immediate Gains

40%

REQUEST INCREASE

More service requests captured with zero missed calls.

30%

EFFICIENCY GAIN

Improved technician utilization and scheduling.

Faster

INVOICING

Accelerated billing cycles and improved cash flow.

NEXT STEPS

Your Operations could be next

See how TechYard's AI systems can streamline service workflows and improve efficiency.