

CASE STUDY

The Intelligent Service Operations Agent

How we automated service bookings, dispatch, and customer communication with AI – increasing captured requests and improving response times.

01 THE CHALLENGE

Missed Requests Operational Delays

The company struggled with high service demand, manual scheduling, and missed customer calls – leading to lost revenue and inefficient technician utilization.



Missed Service Calls

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

Inefficient Scheduling

Manual dispatching caused overlaps, delays, and poor technician allocation.

No Real-Time Visibility

Lack of job tracking made it difficult to monitor service status and availability.

02 THE SOLUTION

Four AI Systems One Unified Workflow

01 Service Booking Agent
Voice + Chat AI

Captures incoming calls and messages, books service requests instantly, and records customer issues with complete accuracy.

02 Scheduling Agent
Smart Dispatch System

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

03 Job Tracking Agent
Live Tracking System

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

03 Invoicing Agent
Billing Automation

Generates invoices automatically and sends follow-ups for payments and maintenance reminders.

03 TRANSFORMATION

Before vs After

Service_Requests_Week42.xlsx

TICKET	SERVICE	STATUS	TECHNICIAN
SR-5521	Plumbing	MISSED CALL	Unassigned
SR-5522	Electrical	RESCHEDULED	A. Khan (clash)
SR-5523	HVAC Repair	ROUTE CONFLICT	S. Verma
SR-5524	Appliance	NO UPDATE	unknown ETA

19 bookings lost • 8 scheduling conflicts today
Manual dispatch required • Customers chasing updates

AVG RESPONSE: **-4 hrs** | TECH UTILIZATION: **52%** | INVOICE DELAY: **9 days** | REVENUE LOSS: **-\$5,680**

VRtek AI Service Dispatch

BOOKINGS CAPTURED: **312/312** | TECH UTILIZATION: **94%** | AVG DISPATCH: **2.1s** | CONFLICTS: **0**

TICKET	SERVICE	STATUS	ETA
SR-5521	Plumbing	✓ Auto-dispatched	45 min
SR-5522	Electrical	✓ Smart-scheduled	1.2 hr
SR-5523	HVAC	✓ Route optimized	2.0 hr
SR-5524	Appliance	✓ Live tracked	30 min

All 312 requests dispatched • 0 conflicts • Invoices auto-sent
Real-time customer updates active • Billing cycle reduced to same-day

Manual Operations

- Missed Bookings**
Unanswered service calls leading to lost opportunities.
- Manual Dispatching**
Scheduling conflicts and inefficient technician allocation.
- No Updates**
Customers left without visibility into service status.
- Delayed Invoicing**
Billing and follow-ups handled manually with delays.

AI-Powered System

- Instant Booking**
Every service request captured automatically – 24/7.
- Smart Scheduling**
Optimized technician assignment with no overlaps.
- Real-Time Updates**
Customers receive live notifications and status updates.
- Automated Billing**
Invoices generated instantly with proactive follow-ups.

04 SCALABILITY

Built to Handle Service Demand

24/7 Availability

Handles bookings and service requests anytime.

Hundreds Simultaneously

Processes multiple service requests in parallel.

Real-Time Optimization

Continuously adjusts scheduling based on demand.

Multi-Region Scaling

Deployable across multiple service areas and teams.



⚡ Whether handling daily jobs or peak seasonal demand – operations remain fast, efficient, and reliable.

05 RESULTS

Measurable Impact, Immediate Gains



40%

REQUEST INCREASE

Reduced time spent on legal research and document review.

30%

EFFICIENCY GAIN

Improved technician utilization and scheduling.

Faster

RESPONSE TIME

Reduced wait times and improved service experience.

NEXT STEPS

Your Operations could be next

See how VRtek's AI systems can automate service workflows and improve operational efficiency.