

CASE STUDY

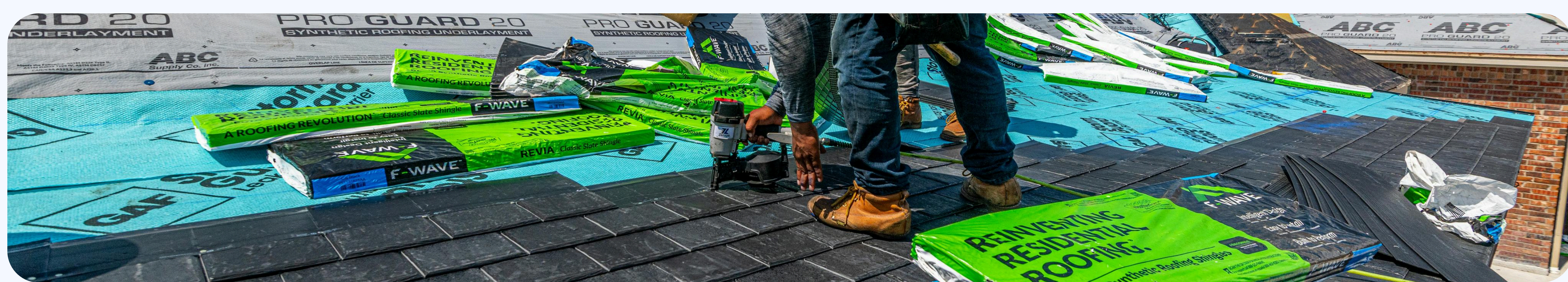
Automated Service Booking and Operations

How we streamlined service requests, scheduling, and customer communication with an AI-powered system improving response times and operational efficiency.

01 THE CHALLENGE

Missed Requests Operational Gaps

High service demand, missed calls, and manual coordination created gaps in operations, leading to lost opportunities and inefficiencies.



Missed Service Requests

High call volumes during peak hours led to unanswered inquiries and lost revenue opportunities.



Manual Scheduling

Service bookings and technician assignments were handled manually, causing delays and conflicts.



Limited Visibility

Lack of real time tracking made it difficult to monitor job status and team availability.

02 THE SOLUTION

Seamless Workflow

Voice + Chat AI

01 Service Booking Agent

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

Smart Scheduling

02 Job Scheduling Agent

Assigns jobs based on technician availability, location, and urgency, optimizing schedules in real time.

Live Tracking System

03 Tracking Agent

Provides dynamic updates on job status, technician movement, and estimated arrival times.

Billing Automation

04 Invoicing & Follow-up Agent

Generates invoices automatically and sends reminders for payments and service confirmations.

03 TRANSFORMATION

Before vs After

JOB	SERVICE	STATUS	CREW
JB-2201	Lawn Care, Austin TX	MISSED CALL	Unassigned
JB-2202	Cleaning, Denver CO	DOUBLE BOOKED	R. Mitchell
JB-2203	Pest Control, Charlotte	NO UPDATE	A. Patel
JB-2204	Plumbing, Phoenix AZ	UNINVOICED	completed 4d ago

26 calls missed • 9 scheduling overlaps this week
Manual coordination • Customers left waiting with no ETA

RESPONSE TIME	BOOKINGS LOST	INVOICE DELAY	REVENUE LOSS
-5 hrs	34%	7 days	-\$6,450

JOB	SERVICE	STATUS	ETA
JB-2201	Lawn, Austin	Team dispatched	40 min
JB-2202	Clean, Denver	Smart-scheduled	Tomorrow 8am
JB-2203	Pest, Charlotte	Customer notified	1.5 hr
JB-2204	Plumb, Phoenix	Invoiced instantly	Completed

All 198 jobs booked • 0 overlaps • Same-day invoicing active
SMS updates sent to customers • Crew routes optimized automatically

Manual Operations

- Missed Bookings**
Unanswered calls leading to lost service opportunities.
- Scheduling Conflicts**
Manual coordination caused overlaps and delays.
- No Status Updates**
Customers had no visibility into service progress.
- Delayed Billing**
Invoices and confirmations handled manually.

AI-Powered System

- Instant Booking**
Every service request captured automatically, 24/7.
- Optimized Scheduling**
Smart job allocation with no overlaps or delays.
- Real-Time Updates**
Customers receive live notifications and service status.
- Automated Billing**
Invoices generated instantly with timely reminders.

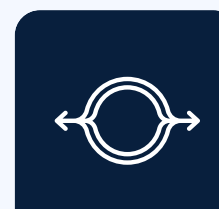
04 SCALABILITY

Built to Handle Service Demand



24/7 Availability

Handles service requests and customer queries continuously without downtime.



Request Management

Efficiently manages high volumes of bookings and schedules in real time.



Consistent Accuracy

Maintains precision across scheduling, tracking, and billing workflows.



Real-Time Reporting

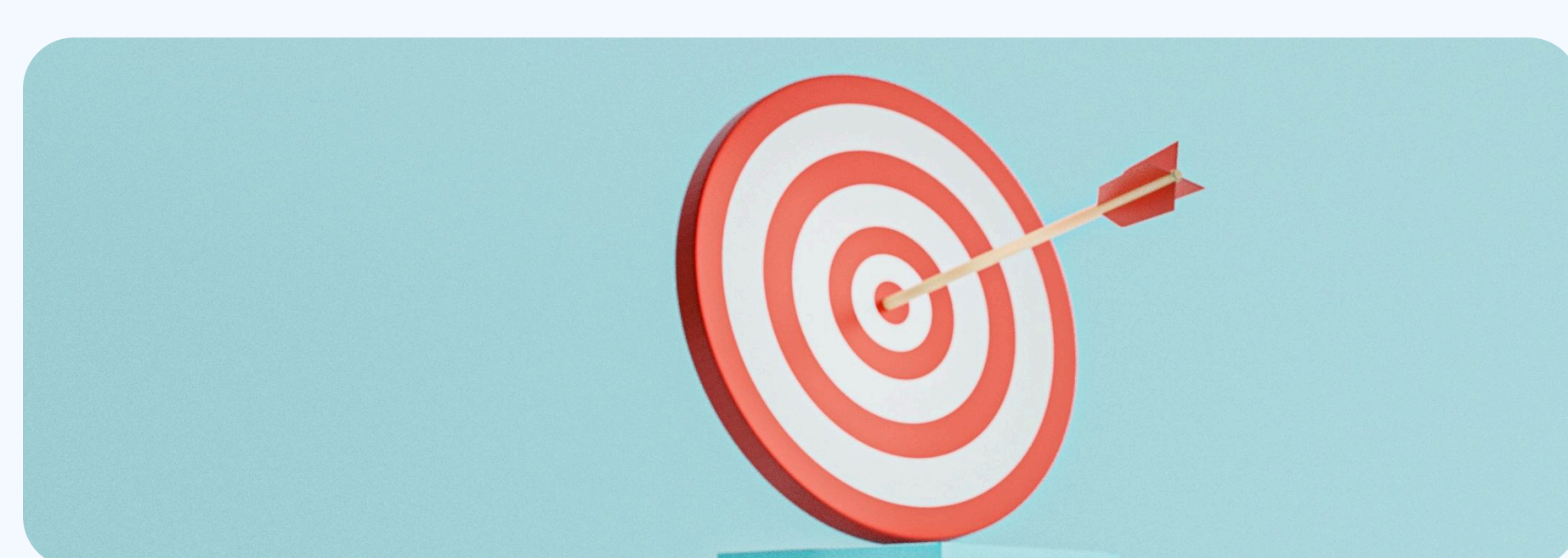
Delivers actionable insights from real-time data across all operations.



Whether handling daily requests or peak demand, operations remain fast, efficient, and reliable.

05 RESULTS

Measurable Impact, Immediate Gains



40%

REQUEST INCREASE

More service requests captured with zero missed calls.

30%

EFFICIENCY GAIN

Improved scheduling and technician utilization.

Faster

RESPONSE TIME

Reduced delays and improved customer experience.

NEXT STEPS

Your Business could be next

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