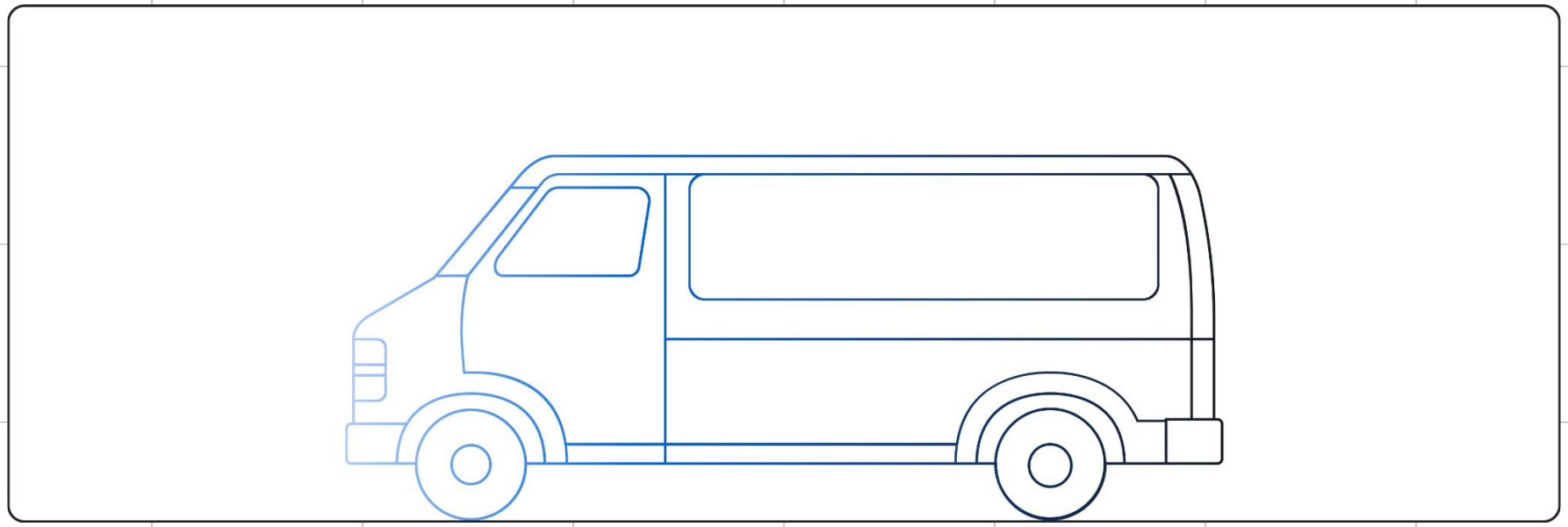


ServiceTitan Spring 2025 Release

ST-73 Release Overview Deck

Table of Contents

- Release Resources
- Spring 25’ Highlights
- You Asked, We Listened

Release Resources



Release Notes

All Features & Functions

Read More



Release Guide

One-Stop-Shop Blog

Read More



Blue Collar Nerd

Video Highlights Review

Watch video

Other Resources:

- Release Calendar
- Academy - Release Training

Spring 25’ Highlights

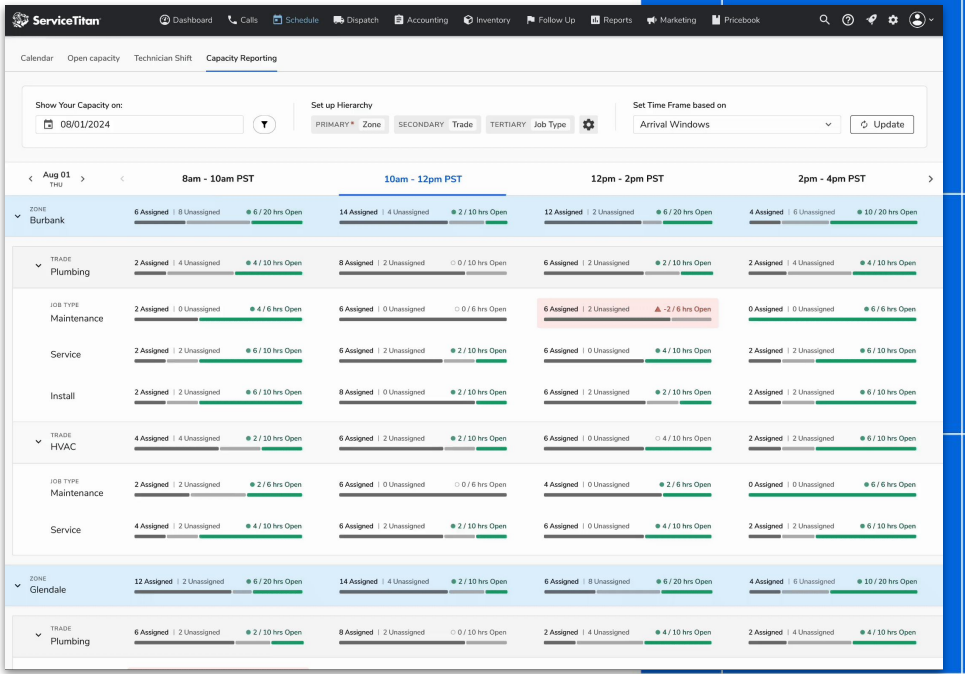
Adaptive Capacity ti

Overview

Book jobs faster with real-time visibility, nail capacity planning, and unlock automations that fuel growth. Watch Video.

Value to your business

- **Better planning** with flexible daily and weekly reports
- **Quickly make decisions** to find the a time on the job booking screen with a straightforward Get Availability tool
- **Optimize capacity threshold** by building business rules based on your desired attributes



How to get started

Account configuration required. Contact your CSM to enable.

FieldAssist ti

Overview

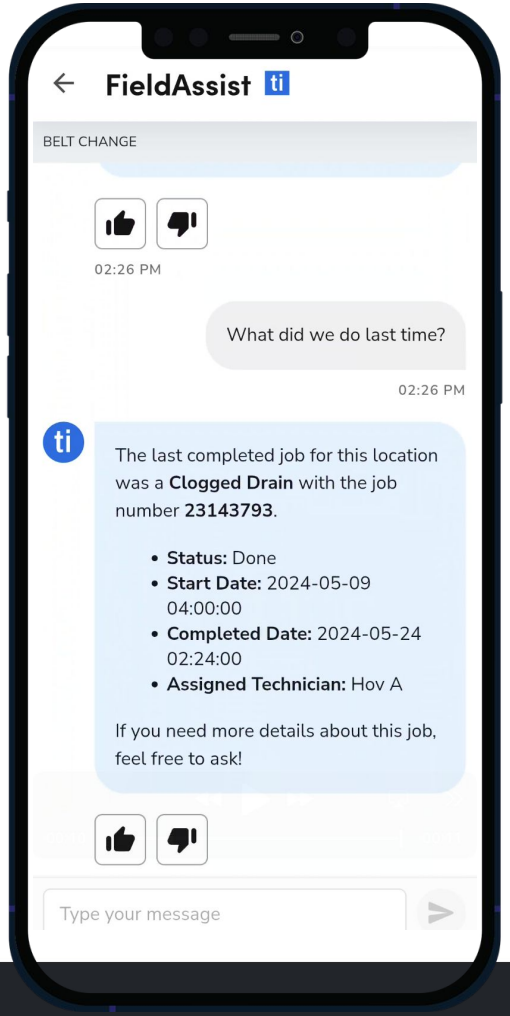
Empower technicians with AI-assisted, real time answers to the most common questions in ServiceTitan -- without having to call dispatch.

Value to your business

- **Complete jobs faster** by having a single place to get all the answers techs need
- **Increase productivity** of dispatchers by reducing need for techs to call
- **Deliver a better customer experience** by having informed techs

How to get started

Email field-assist@servicetitan.com to request Early Access



All Business Types | Owner/Admin

ServiceTitan App Marketplace

Overview

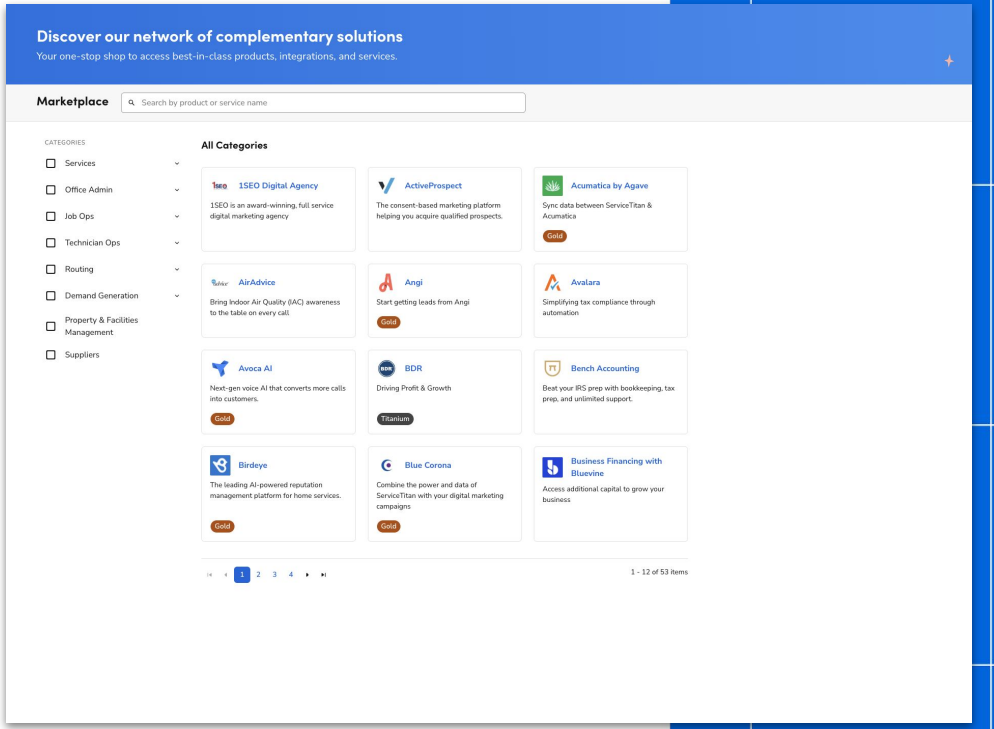
Discover and evaluate over 140 products, integrations, and services that complement your ServiceTitan experience - right in ServiceTitan.
Watch Video.

Value to your business

Simplifies finding, comparing and integrating tools

How to get started

Click on icon located on the top right navigation bar.



Second Look Waterfall with Turns

Overview

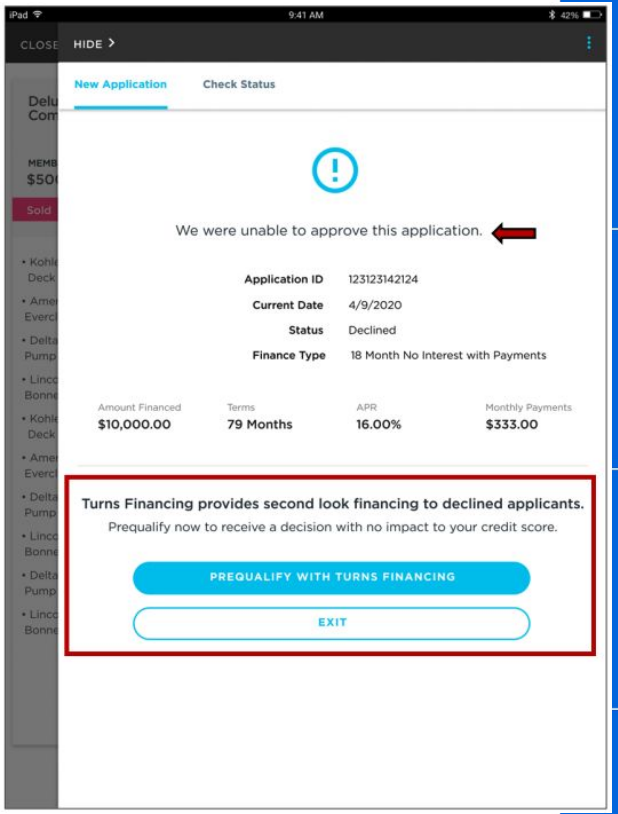
Close more jobs while managing your costs with an automated tiered second-look financing program for all credit scores integrated with ServiceTitan - at no additional cost. Watch video

Value to your business

- **Increase approval rates** by offering more options to customers with lower credit.
- **Control your financing costs** by accessing more second-look plans with no additional fee.
- **Quick and seamless process** from first to second look if customer initially declined.

How to get started

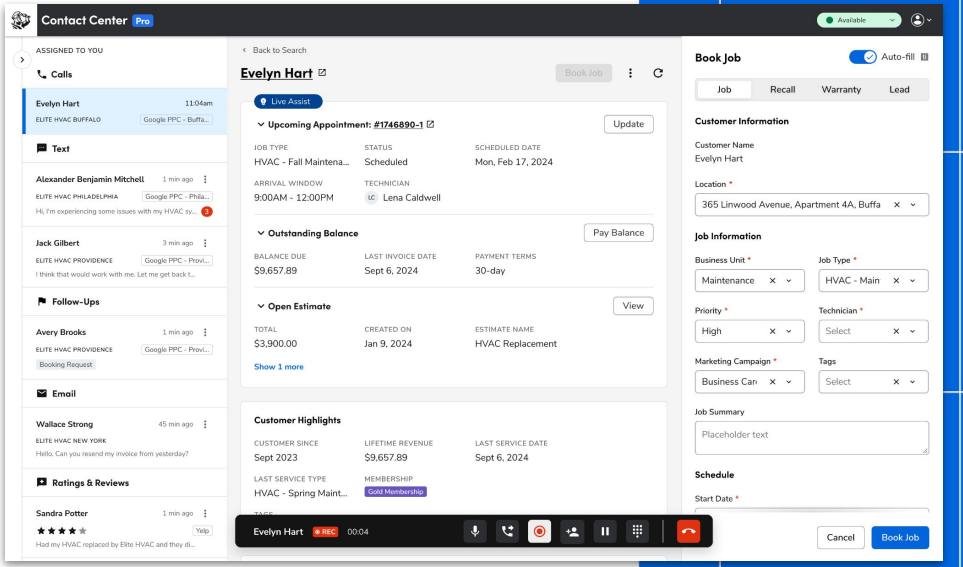
Request a demo with Second Look Waterfall Integrated Financing



Contact Center Pro ti

Overview

Never miss a call again. Fully native to ServiceTitan, enterprise-grade, and built exclusively for the trades— Contact Center Pro delivers next-level call center efficiency. Stay ahead with smart, AI-powered automation and Virtual Agents that boost your bottom line. Watch video.



Value to your business

- **Better planning** with flexible daily and weekly reports
- **Quickly make decisions** to find the a time on the job booking screen
- **Optimize capacity threshold** by building business rules based on your desired attributes

How to get started

.Request a demo for Early Access

Marketing Pro - Meta Ads Integration ti

Overview

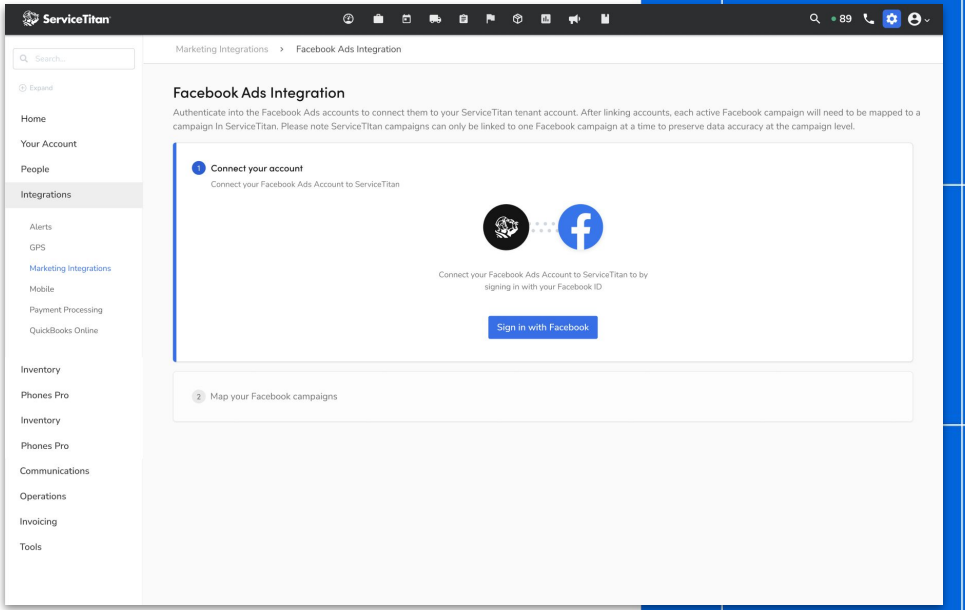
Boost your Meta ad ROI with Marketing Pro's new Meta integration and sync campaigns to jobs in ServiceTitan. Watch video.

Value to your business

Track ROI and from Meta Ads and improve campaign performance

How to get started

Contact your CSM for Early Access.



Scheduling Pro – Logo Integration

Overview

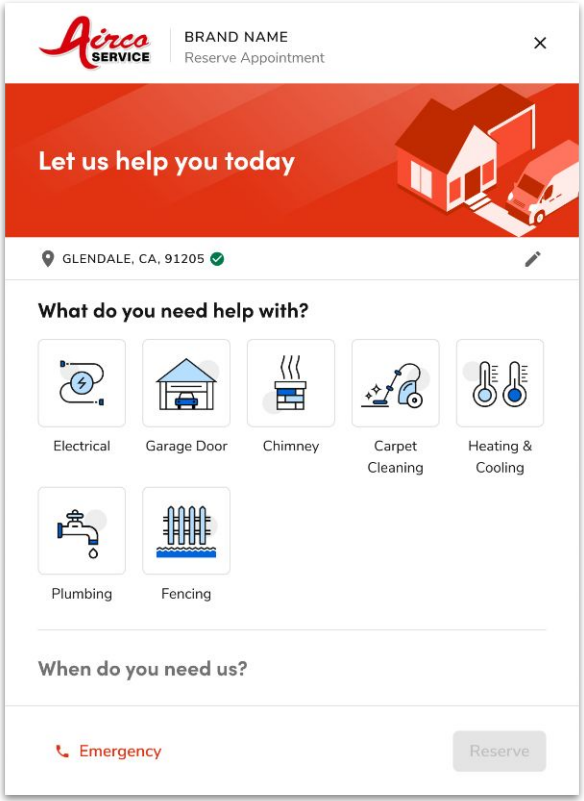
Enhance your online scheduler with a branded, professional look by easily adding your company logo, creating a seamless and trustworthy booking experience for customers.

Value to your business

Strengthen brand identity and build customer trust

How to get started

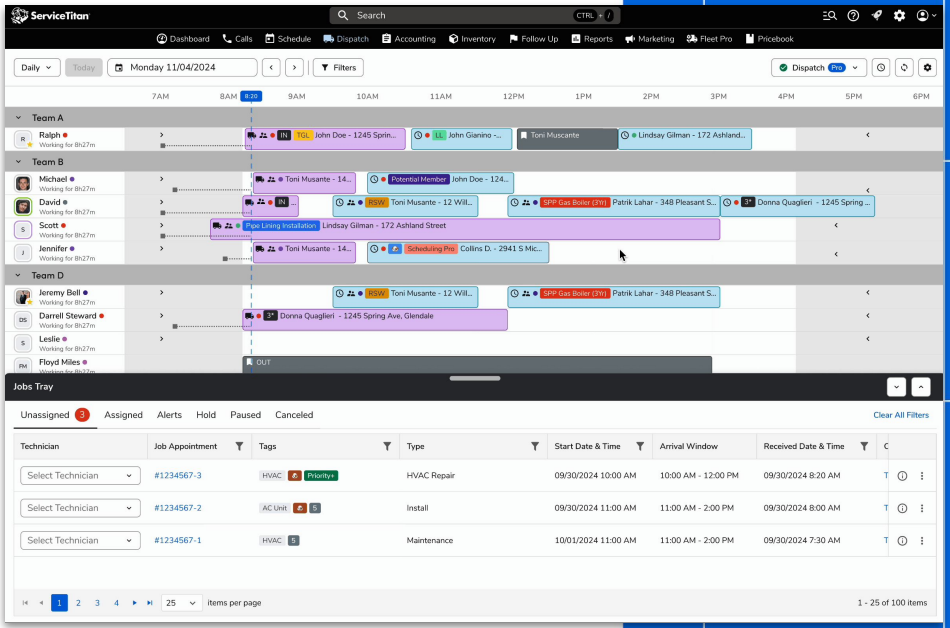
Automatically available for Scheduling Pro customers.



Dispatch Pro – Dispatch Assist ti

Overview

Powered by ti, Dispatch Assist take the heavy lifting out of analyzing skill sets, data, and reporting, while keeping the dispatcher in full control of accepting or rejecting job assignments. Watch video



Value to your business

- **Full Control:** Maintain full control over assignments while still getting the best recommendations.
- **Choose Automation:** Toggle between full automation and recommendations for complete control of the experience.
- **Assignment Transparency:** Understand how and why Dispatch Pro makes decisions.

How to get started

Automatically available in Dispatch Pro. Adjust mode in Dispatch Pro Settings.

.

Sales Pro – Pre Job Briefs

Overview

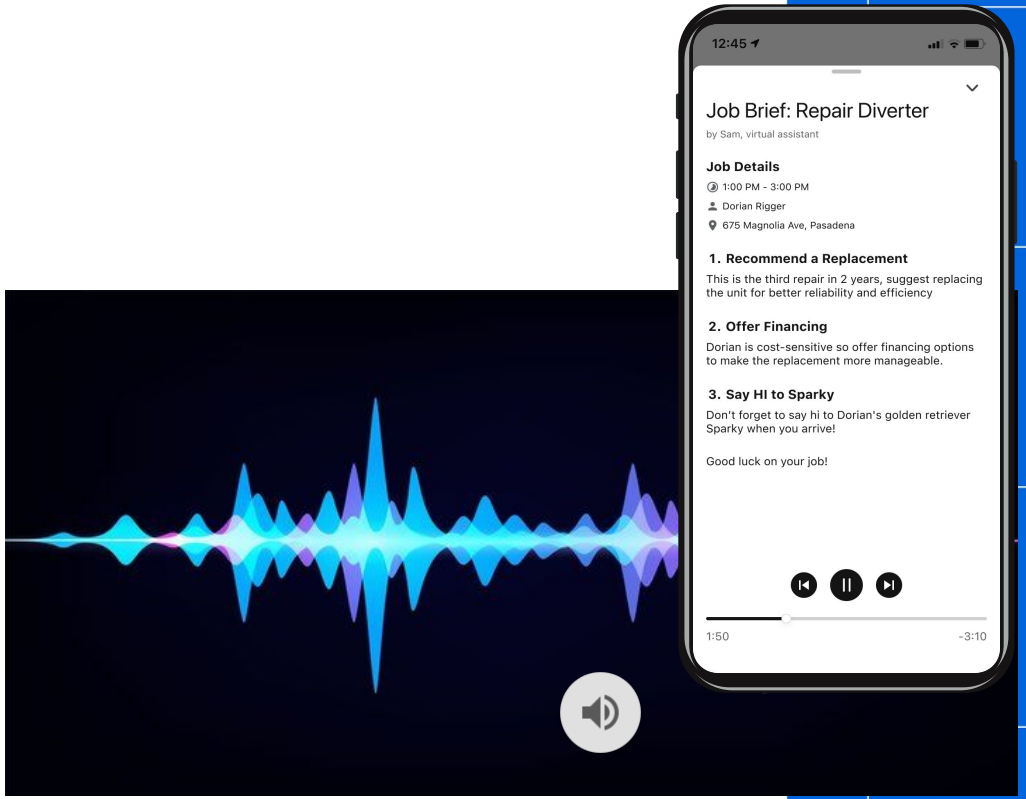
Technicians get an audio briefing for their next job, equipping them with the right information to deliver excellent customer service while onsite, Watch video.

Value to your business

- Save time
- Give more insights
- Maximize opportunities

How to get started

Account configuration required. Contact sales-pro-support@servicetitan.com for details.



All Business Types

Reporting Dictionary

Overview

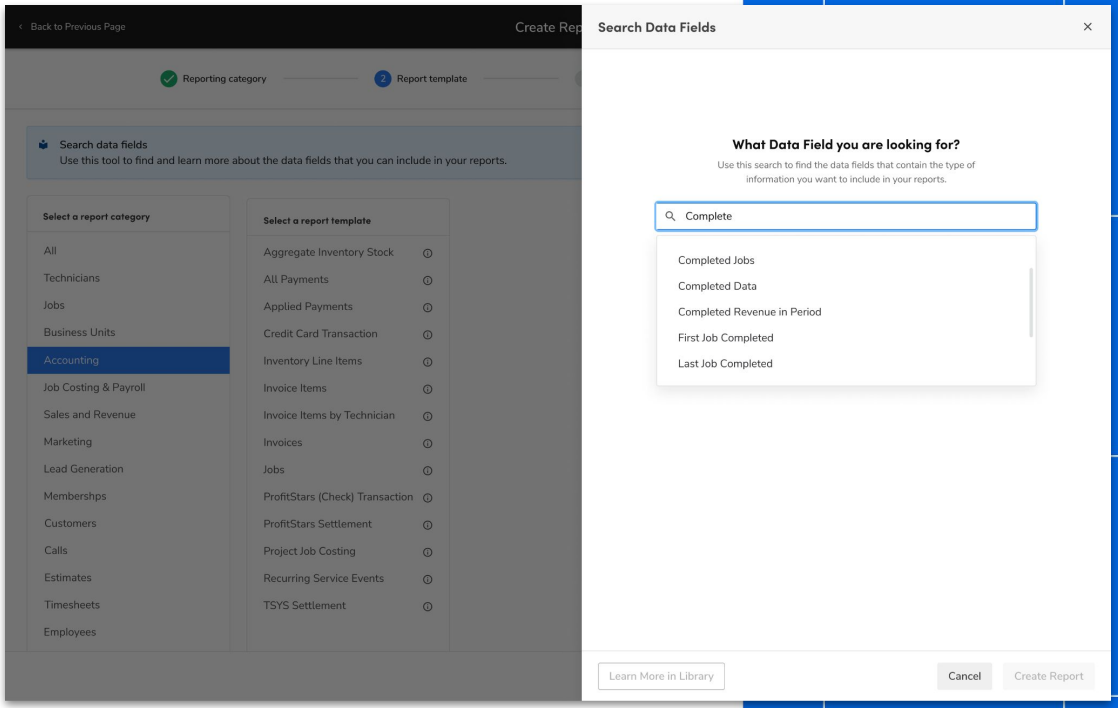
Take the guesswork out of creating reports. With a smart search that finds the right data field and a dictionary of easy-to-browse templates, you can stop digging and start deciding. Watch video.

Value to your business

- Streamlined report creation
- Industry-tailored search flexibility
- Comprehensive reporting guidance

How to get started

Automatically available. Click on Reports>>Template Dictionary



All Business Types | Admin

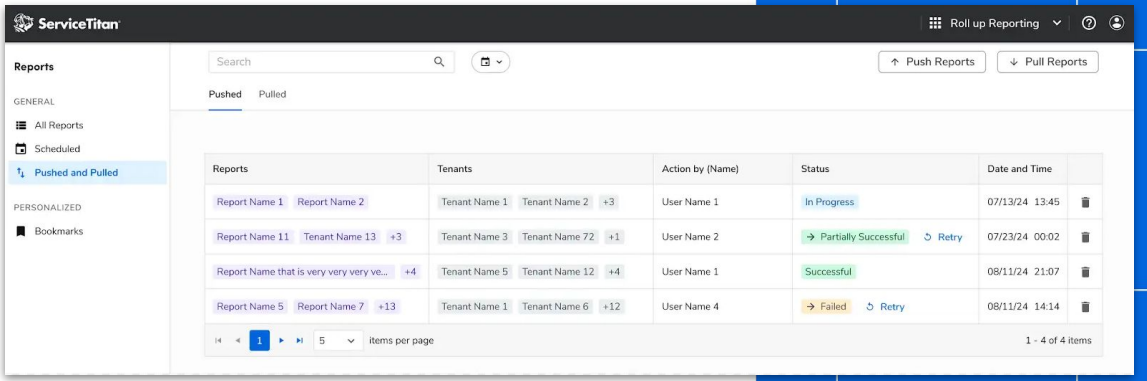
Push/Pull Reporting in Enterprise Hub

Overview

Streamline how you share and manage reports across your entire organization—without the hassle, complexity, or endless manual work.
Watch video.

Value to your business

- Simplify report migration & onboarding to Enterprise Hub
- Maintain brand and data consistency across franchises
- Accelerate decision-making with automated distribution



How to get started

Coming soon and will be automatically available.

All Business Types | Admin

Multi Template Reports for Enterprise Hub and Single Tenant

Overview

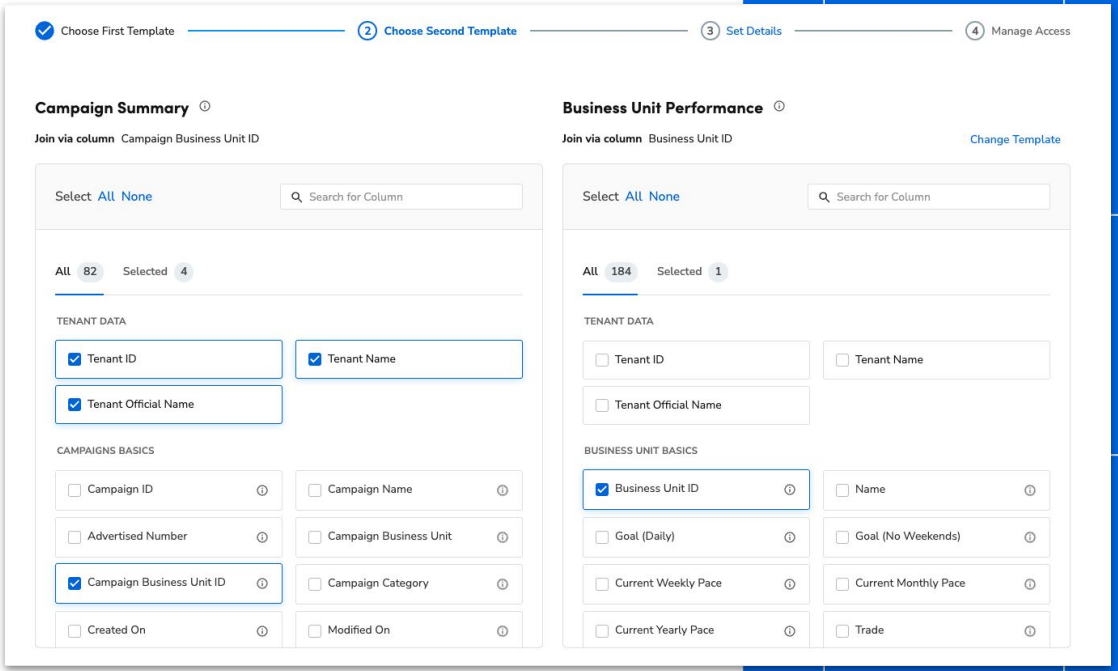
Merge two templates for a comprehensive, clear view of your business to make quicker, more informed decisions. Watch video.

Value to your business

- Time-Saving, Streamlined Reporting
- Broader View of Your Data
- Cross-Business Alignment & Proactivity

How to get started

Get on the waitlist for Early Access in Enterprise Hub



New Customer Portal

Overview

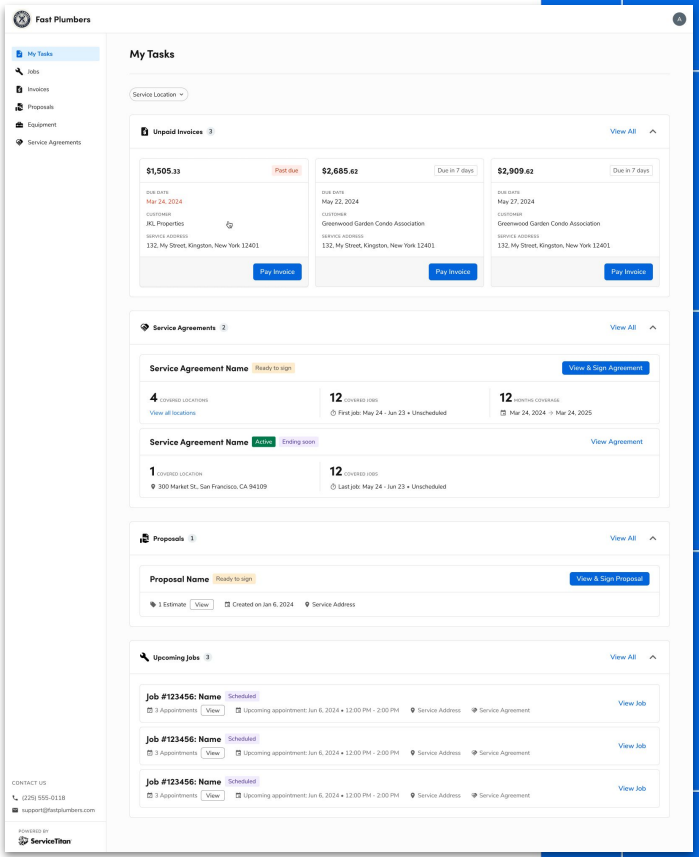
Give your customers 24/7 access to self-schedule, make payments, and access vital equipment data so you can reduce overhead and unlock more revenue. Watch video.

Value to your business

- Lower overhead costs
- Increase revenue
- Get paid faster
- Unmatched customer experience

How to get started

Request Early Access here



Equipment Page Redesign

Overview

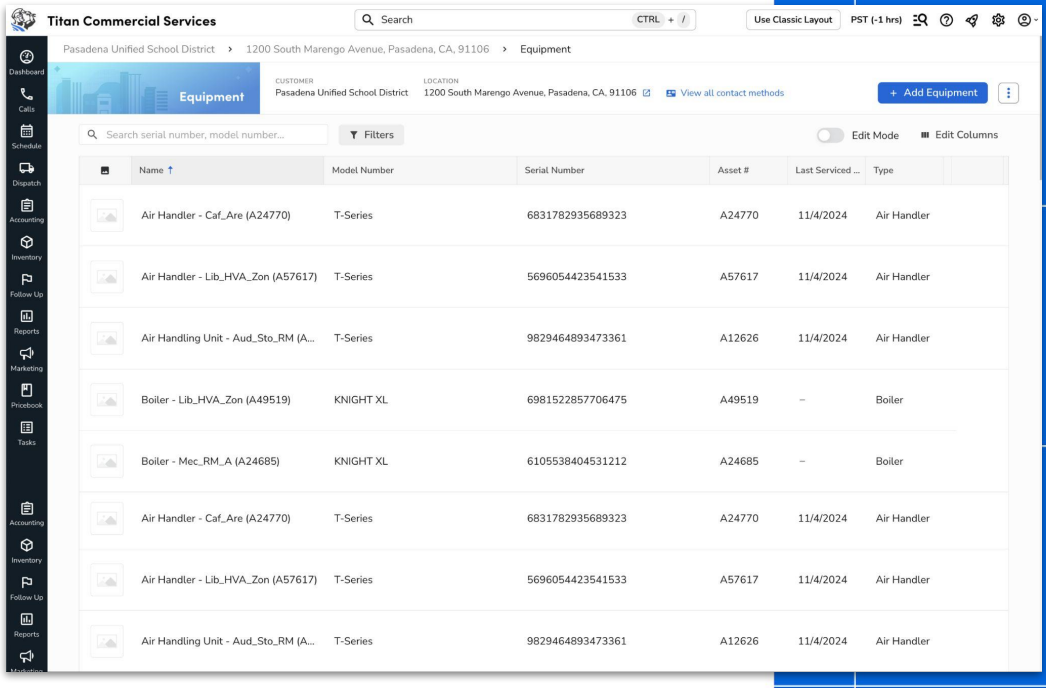
Simplify equipment management with instant access to records and systems to improve service and satisfaction. Watch video.

Value to your business

- Advanced search and filtering
- Easier updates with inline editing
- Media uploads

How to get started

Sign up for Early Access here



Project Groups

Overview

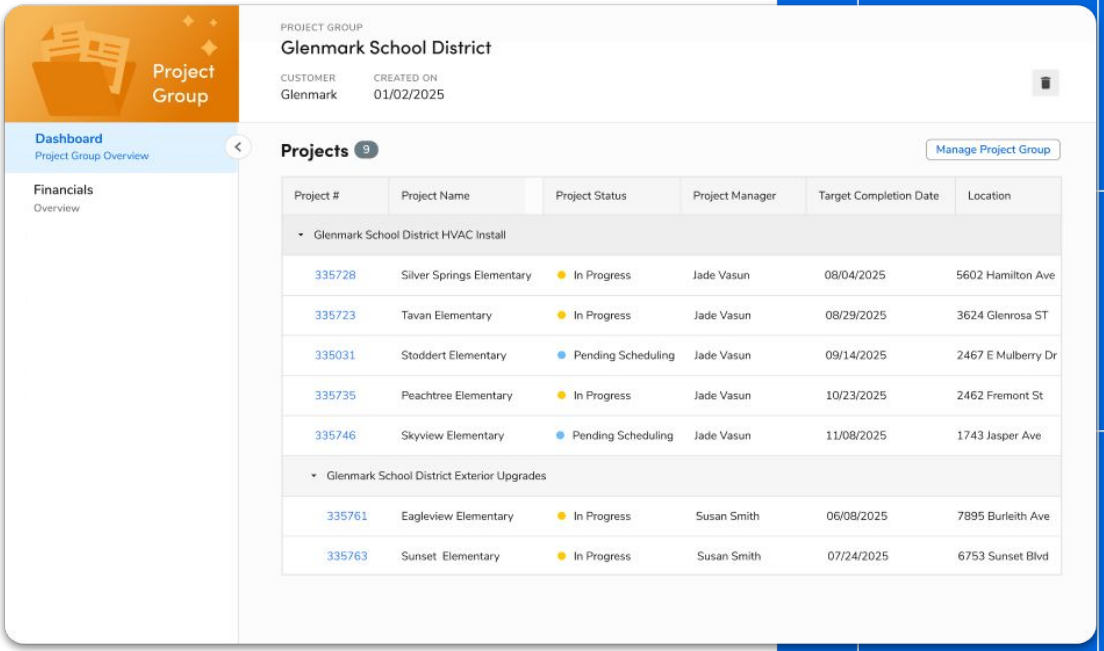
Efficiently manage large-scale construction projects with a unified, roll-up view that provides instant access to progress and financial insights. Group projects to simplify management and ensure accurate tracking of milestones and budgets. Watch video.

Value to your business

- Operational Efficiency
- Enhanced Reporting
- Improved Visibility

How to get started

Request Early Access here



Project Financials Dashboard

Overview

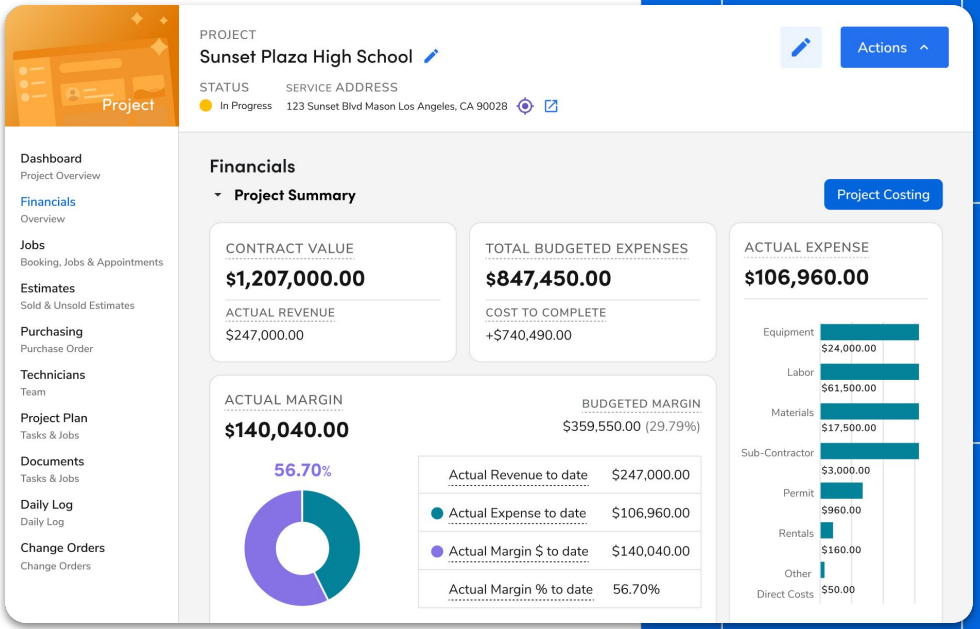
Drive project profitability with real-time financial insights and visual charts with detailed cost breakdowns. Watch video.

Value to your business

- Proactive Budget Control
- Make Timely, Informed Decision
- Maximize Project Profitability

How to get started

Project Tracking and Budget vs Actuals required. Click Financials in the Project Dashboard.



Service Agreements E-Sign

Overview

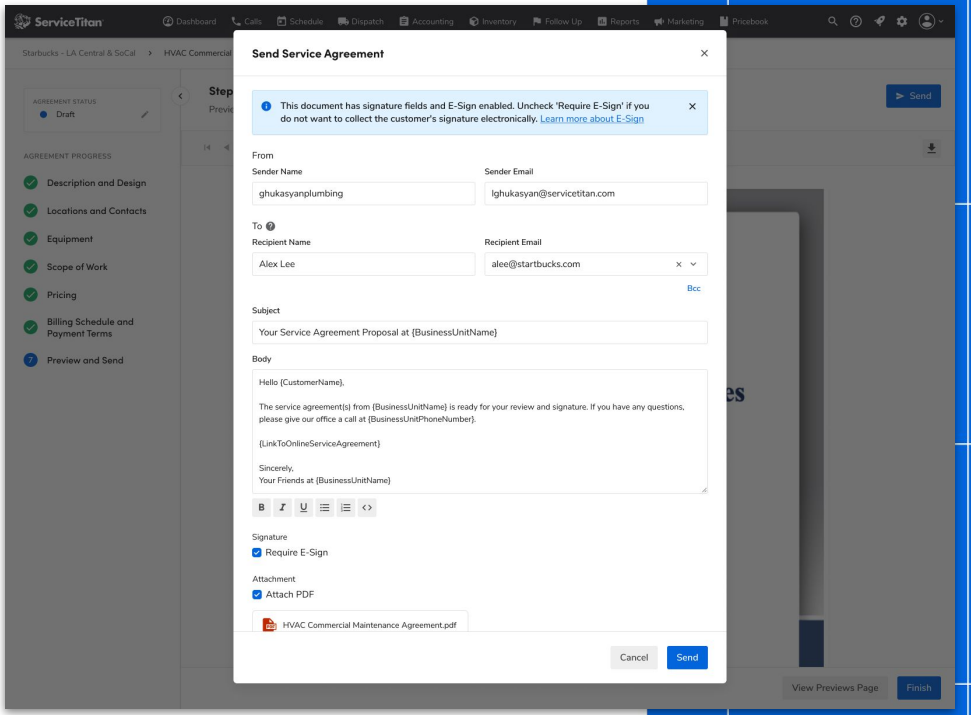
Get agreements signed faster with a seamless and secure digital signing experience. Watch video.

Value to your business

- Saves time
- Simplified workflow
- Improves customer experience

How to get started

Contact Technical Support to join Early Access



You Asked, We Listened (YAWL)

You Asked, We Listened

Learn more about the YAWL program here.
Submit your ideas in the Ideas section of the Knowledge Base

Capacity Management
- Adaptive Capacity

Dispatch
- Multi Time Zone Support
- New Permissions for Technician Shifts

Reporting
- Reporting Dictionary
- Multi-Template Reports

