

ST-72

Release Overview

Winter 2025



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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](#)

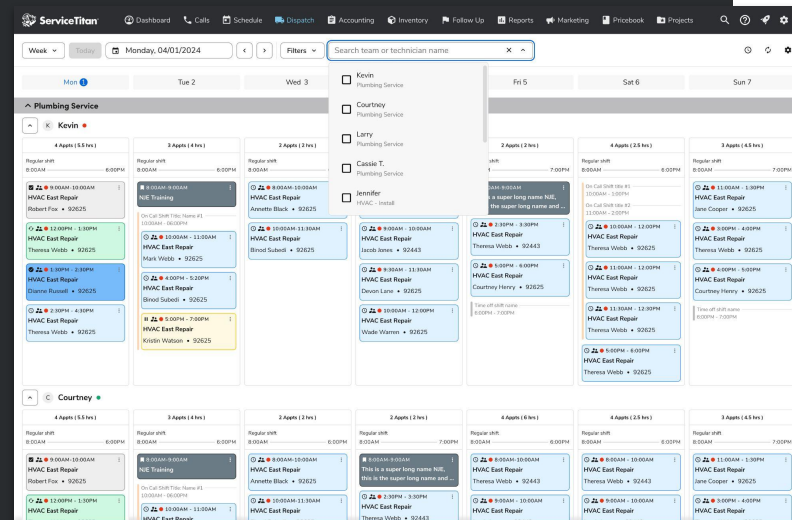
Winter '25 Highlights





Weekly Dispatch Board

General Availability



Overview

The Weekly Dispatch board boosts productivity and streamlines decisions with an actionable seven-day view of technician schedules. Strategically handle job appointments and ensure optimal utilization of techs.

[Watch video.](#)

Value to your business

- Plan and manage resources more efficiently
- More informed and responsive decision making
- Streamlined dispatching workflow management
- Optimized tech utilization over a week

How to get started

Click on Dispatch in the main menu, then click on Weekly in drop down menu at the top of the board.

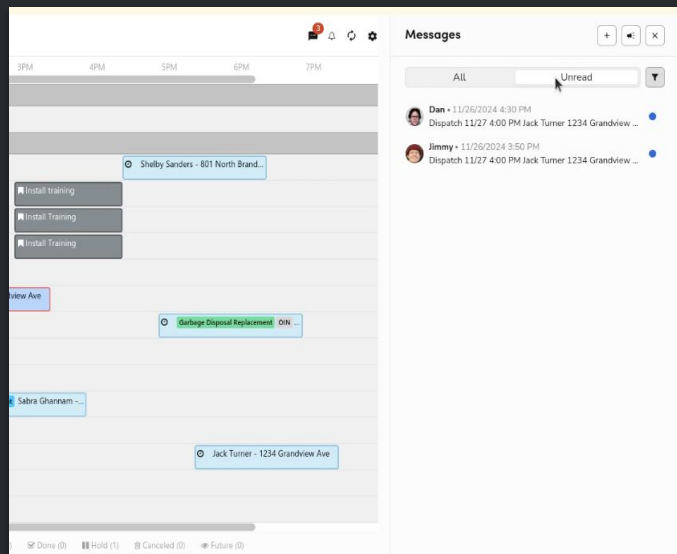


Automatically Available



Improved Dispatch Messaging

General Availability



Automatically Available

Overview

The improved dispatch messaging feature in ServiceTitan enhances communication on the daily dispatch board, including messages to individual or multiple technicians. Dispatchers can easily access technicians through filtered searches and can also send multimedia messages, including images. [Watch video.](#)

Value to your business

- **Efficient Technician Communication:** Reduce the time dispatchers spend locating the right person.
- **Streamlined Messaging Workflow:** Message multiple technicians, speeding up job coordination and providing a more intuitive user experience.
- **Clearer Communication:** Dispatchers can now send multimedia messages, including images, directly to technicians, enabling clearer communication and reducing misunderstandings during job assignments.

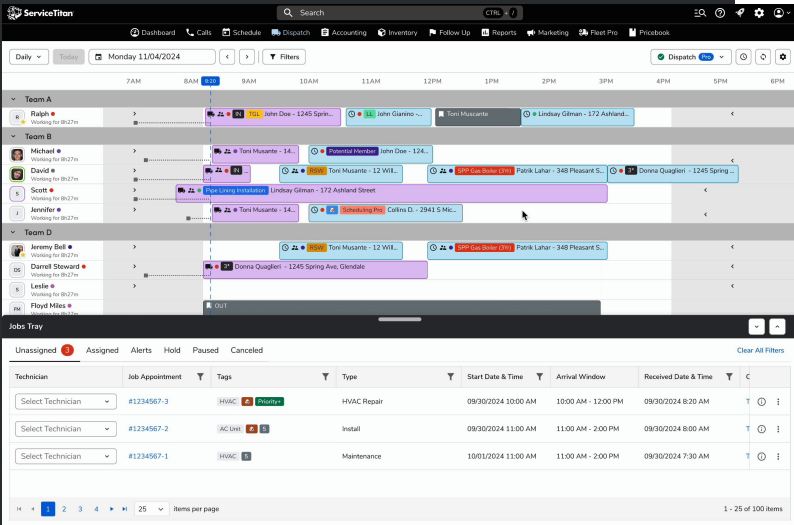
How to get started

Go to Dispatch Board and click on Messages icon on top right

DISPATCH PRO

Dispatch Assist

General Availability



✓

Automatically Available

Overview

Dispatch Assist, powered by ServiceTitan data and ti, delivers smart job assignment recommendations while allowing dispatchers to retain full control by accepting or adjusting assignments. This ensures the right technician is matched to every job with confidence.

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.

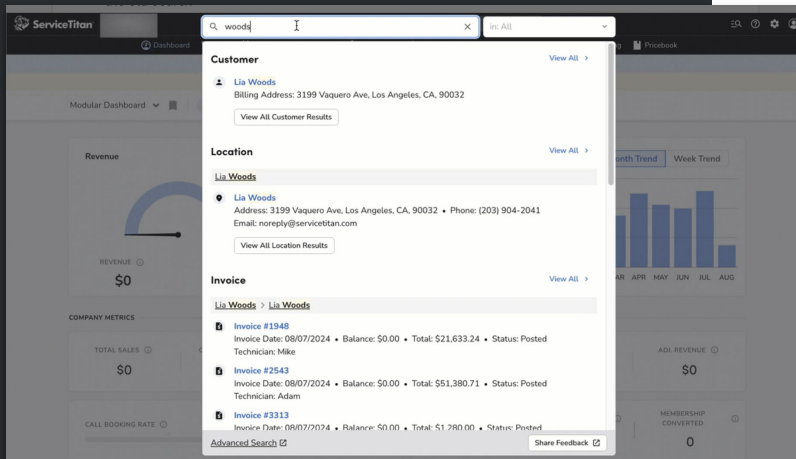
How to get started

This feature is coming soon to Dispatch Pro. Not yet on Dispatch Pro? [Request a demo.](#)



Global Search

General Availability



Overview

Global Search enables you to easily find the records you need across multiple categories with a single, intuitive search bar, giving you instant results while reducing clicks and frustration. [Watch video](#)

Value to your business

- **Save time** by finding your search records from anywhere in ServiceTitan

How to get started

Access Global Search from the top navigation bar



Configuration Required

Contact Management

Early Access

The screenshot displays the ServiceTitan Contact Management interface. At the top, it shows 'Erichs Apples' and 'Contact Hub'. Below this is a 'Contacts' section with a '+ Create Contact' button. A search bar allows searching by contact name, title, or method. A table lists contacts with columns for Name, Title, Last Modified On, Contact Methods, and Associations. Below the table are buttons for Merge (max: 3), Deactivate, and Delete. The bottom section shows a detailed view of a customer, 'Erichs Apples', with a sidebar for Customer Summary, Notes, Locations, Memberships, Billing, Invoices, Payments, Payment Methods, Customer Statement Log, WORK, Jobs, Appointments, Service Agreements, Projects, and Tasks. The main area displays customer summary information, notes, locations, and memberships.

Overview

The new Contact Management simplifies managing contacts with a centralized hub to create and manage your contacts, track changes with audit trails, and associate multiple contacts per customer or location. [Watch video.](#)

Value to your business

- **Helps Businesses Stay Organized:** Keeping track of contacts related to end-customers and prospects
- **Centralized Management:** Storing and managing contact attributes such as Name, Title, Phone, Email, & Notification preferences
- **Brings Contacts to Other ServiceTitan Pages:** Contacts don't have to be managed in just Customer and Location pages - they can now be accessed within workflows

How to get started

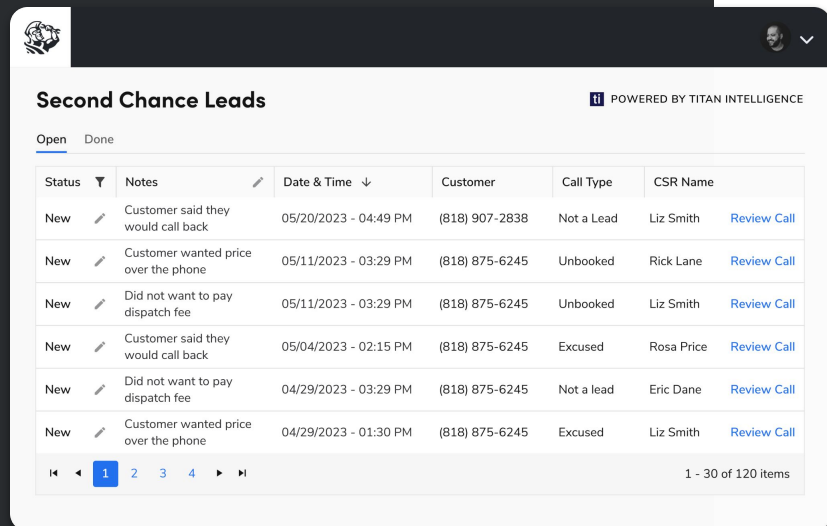
Join Early Access for Contact Management by filling out [this form](#).



Configuration Required

Second Chance Leads for Basic Phones

General Availability



Status	Notes	Date & Time	Customer	Call Type	CSR Name
New	Customer said they would call back	05/20/2023 - 04:49 PM	(818) 907-2838	Not a Lead	Liz Smith Review Call
New	Customer wanted price over the phone	05/11/2023 - 03:29 PM	(818) 875-6245	Unbooked	Rick Lane Review Call
New	Did not want to pay dispatch fee	05/11/2023 - 03:29 PM	(818) 875-6245	Unbooked	Liz Smith Review Call
New	Customer said they would call back	05/04/2023 - 02:15 PM	(818) 875-6245	Excused	Rosa Price Review Call
New	Did not want to pay dispatch fee	04/29/2023 - 03:29 PM	(818) 875-6245	Not a lead	Eric Dane Review Call
New	Customer wanted price over the phone	04/29/2023 - 01:30 PM	(818) 875-6245	Excused	Liz Smith Review Call

Overview

Powered by ti, Second Chance Leads automatically reviews and flags unbooked calls that we believe can be saved with a quick follow-up call back to the homeowner. [Watch video](#)

Value to your business

- **Increase booking rate** by capturing lost leads and providing customers with the opportunity to turn them into booked jobs.

How to get started

Select customers can purchase Second Chance Leads for Basic Phones directly in ServiceTitan by going to [Calls > Second Chance Leads](#).



Configuration Required

Adaptive Capacity

Early Access

Basic information

Rule Name *
Increase Capacity for AC Install and AC Repair Major Job Types

Description
Between May 15 - July 30, 2024, set the capacity to 150% on weekdays.

Activation Period * ☐ Ongoing ☒ Date range

☒ Enable the rule upon creation
☐ When rules overlap, the most restrictive rule goes

Conditions

Set Date/Time Criteria based on day of week, arrival time, or location

If contains

+ Add Date/Time Criteria

Specify other conditions based on Business Units, location, or technician

If contains

+ Add Conditions

Action *

Apply threshold of ☐ 0% ☐ 30% ☐ 50%

Get Availability

Maintenance-Multi-Year Boiler High

Cameron Williamson Patrick | 348 Pleasant Street long ad... | 2 Hours

HVAC - Maintenance | HVAC - Maintenance II

AVAILABILITY

Technician Skill Zone

April 2024 < > TODAY Saturday, 04/16/2024

Su	Mo	Tu	We	Th	Fr	Sa
					1 0 slot	2 0 slot
10 0 slot	11 0 slot	12 0 slot	13 0 slot	14 1 slot	15 1 slot	16 5 slots
17 4 slots	18 4 slots	19 0 slot	20 4 slots	21 6 slots	22 2 slots	23 4 slots
24 4 slots	25 4 slots	26 4 slots	27 6 slots	28 2 slots	29 0 slot	30 4 slots
31 4 slots						

8AM - 10AM PST ☒

10AM - 12PM PST ☐

12PM - 2PM PST ☐

2PM - 4PM PST ☐

4PM - 6PM PST ☐

Overview

Manage capacity dynamically with solutions that optimize booking, dispatching, and marketing while supporting business growth. Define capacity groups, filter by key attributes, and make manual adjustments to maximize revenue and minimize technician downtime. Deliver reliable customer experiences with fewer delays, ensuring confirmed appointments and consistent service.

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

If interested in Early Access for Adaptive Capacity, please fill out this [form](#).

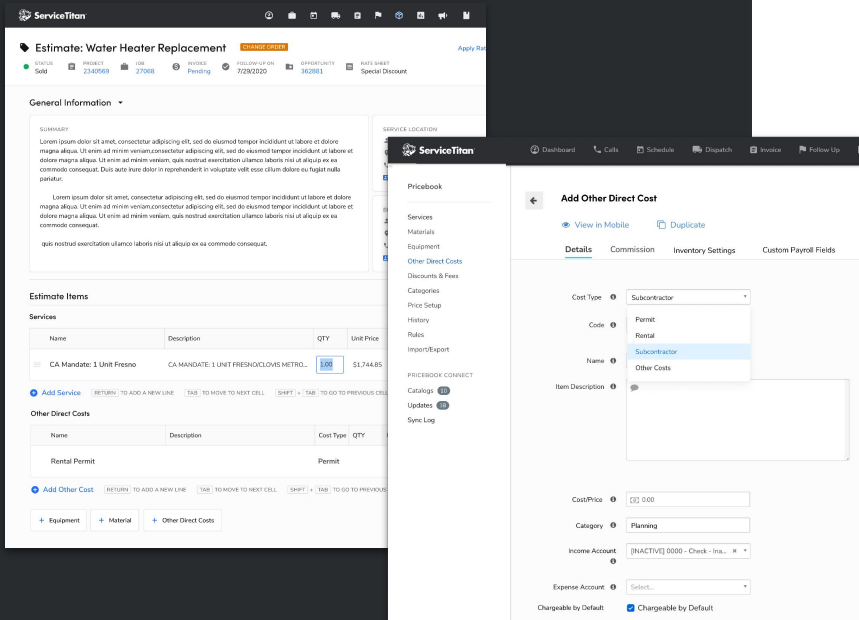


Configuration Required



Other Direct Costs

Early Access



Overview

Gain better financial control and improve costing by categorizing non-material costs under 'Other Direct Costs.' The new Pricebook category lets you easily track rentals, permits, subcontractors, and travel costs as specific line items in estimates and invoices, giving you greater visibility and more accurate costing. [Watch video.](#)

Value to your business

- **Improve costing** by associating non-material and equipment costs to their own separate cost category
- **Gain better financial control** with accurate job costing

How to get started

If you're interested in joining the Early Access, please contact Technical Support or your CSM.



Configuration Required

User Role Reports



Automatically Available

A comprehensive, centralized view of permissions and accesses across an Enterprise Hub user's entire user base.

[Watch video](#)

Value to your business

- **Increased visibility and control:** Enhanced overall data transparency and ability to maintain compliance more effectively
- **Boost operational efficiency:** Reduce turnaround times by enabling self-service access

How to get started

In Enterprise Hub, click on Rollup Reporting

You Asked, We Listened (YAWL)



You Asked, We Listened (YAWL)



Learn more about the YAWL program [here](#).

Submit your ideas in the new Ideas section of the Knowledge Base rolling out in this release!

Dispatch

- Weekly Dispatch Board
- Improved Messaging on Daily Dispatch Board

Search

- Global Search

Enterprise Hub

- Multi-template Reports (Limited Release)

Pricebook

- Other Direct Costs Category (Early Access)

