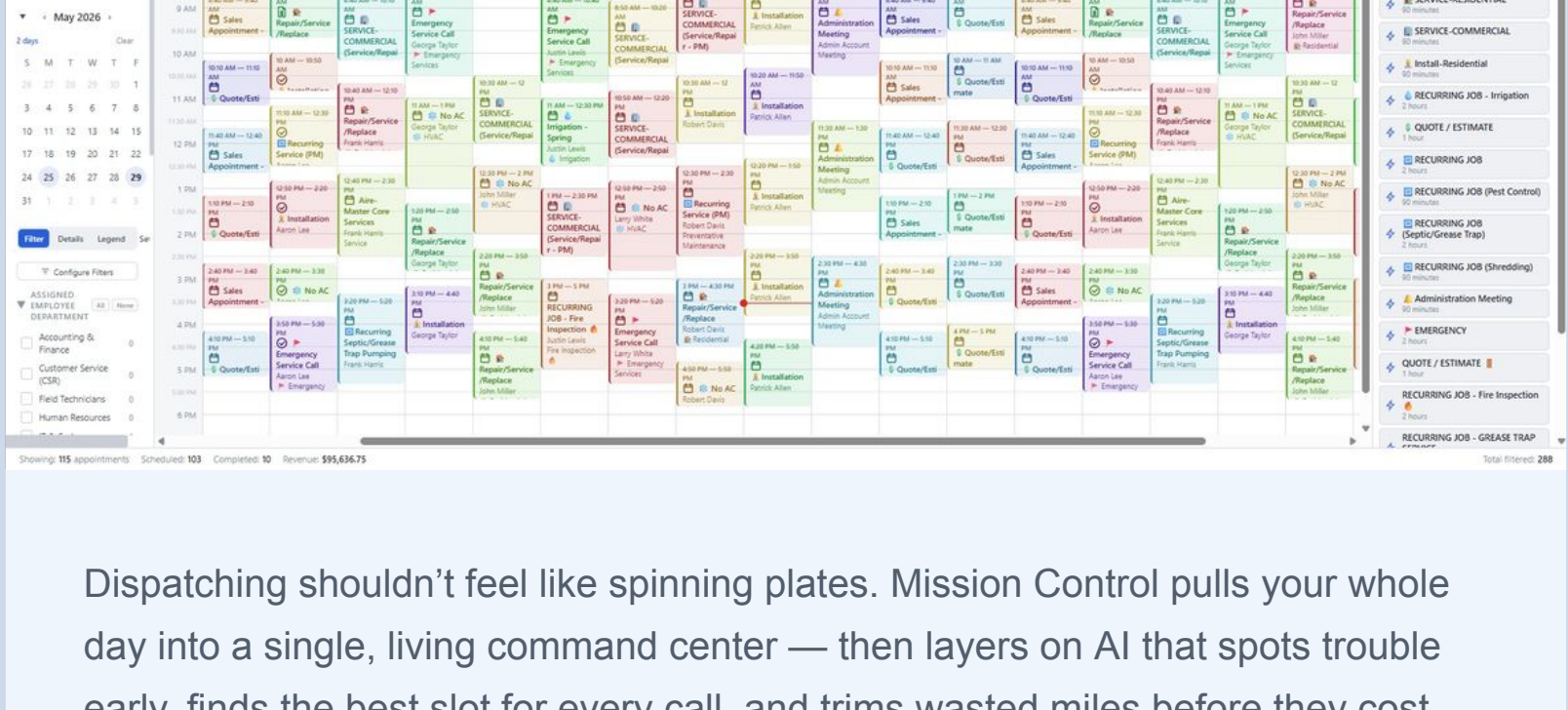


NEW: IN SMART SERVICE CLOUD.

Mission Control

Your entire field operation on one intelligent board — with built-in AI that helps you schedule smarter, route tighter, and never miss a beat.

See It in Action →

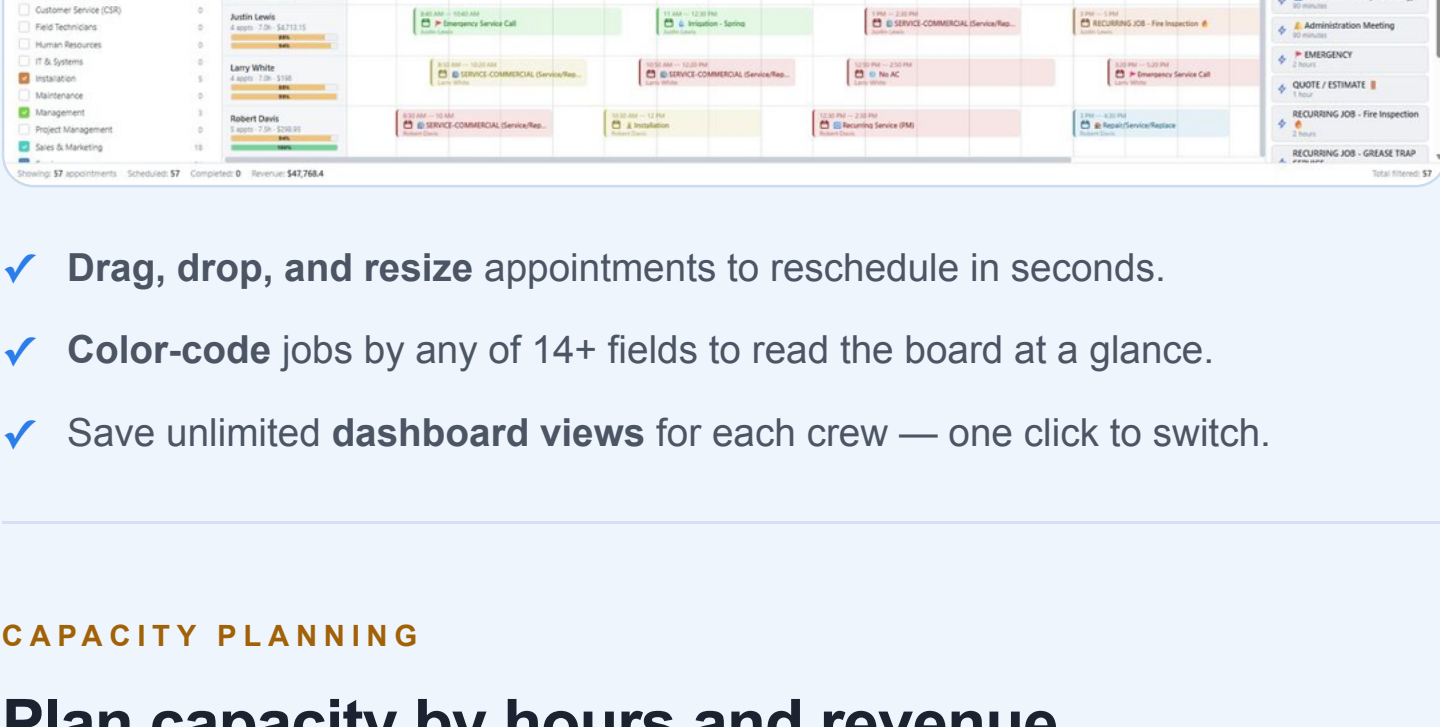


Dispatching shouldn't feel like spinning plates. Mission Control pulls your whole day into a single, living command center — then layers on AI that spots trouble early, finds the best slot for every call, and trims wasted miles before they cost you. Here's what your team gets.

ONE VIEW OF EVERYTHING

One board. Every angle.

Flip between Day, Work Week, Week, Month, and a drag-and-drop Dispatch timeline. Group technicians by department, location, or skill set, and color-code jobs by any of 14+ fields so the whole operation reads at a glance.



- ✔ Drag, drop, and resize appointments to reschedule in seconds.
- ✔ Color-code jobs by any of 14+ fields to read the board at a glance.
- ✔ Save unlimited dashboard views for each crew — one click to switch.

CAPACITY PLANNING

Plan capacity by hours and revenue.

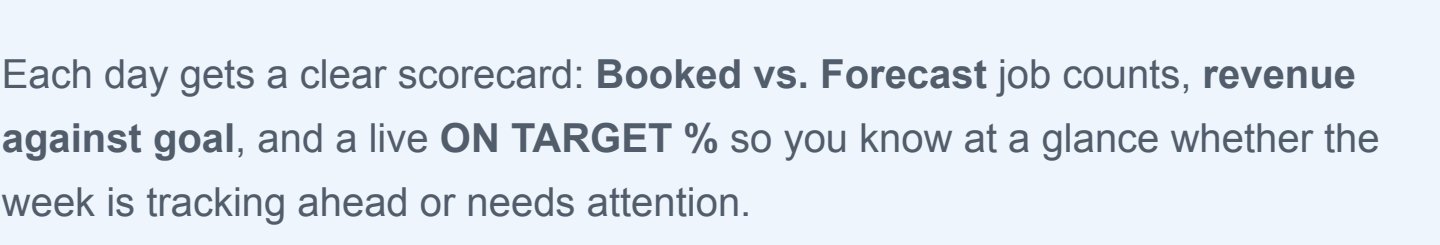
Every technician carries live goal bars for billable hours and revenue, right at the top of the board. Full bars mean they're pacing to goal; short bars mean there's room to book more. Totals roll up by day, crew, and department, so you can see open capacity — and catch an overbook — before you commit the work.

- ✔ Hours and revenue goals per tech, updated as you schedule.
- ✔ Spot open capacity and overbooked techs instantly by color.
- ✔ Day, crew, and department totals so you can staff and sell ahead.
- ✔ Pair with Forecasting to match capacity to projected demand.

FORECASTING · 8-WEEK LOOPBACK

Tomorrow's targets, learned from the last 8 weeks.

Mission Control runs an 8-week loopback — it looks back across your trailing eight weeks of real bookings and revenue, learns each weekday's rhythm, and projects a grounded target for the days ahead. Because the window keeps rolling forward, the forecast stays current with your business: a busy stretch or a slow patch is absorbed automatically, with no spreadsheets and no guesswork.



Each day gets a clear scorecard: Booked vs. Forecast job counts, revenue against goal, and a live ON TARGET % so you know at a glance whether the week is tracking ahead or needs attention.

- ✔ 8-week rolling window — the forecast learns and adapts on its own.
- ✔ Weekday-aware: a slow Monday and a heavy Friday are modeled separately.
- ✔ Booked vs. forecast and revenue vs. goal for every day.
- ✔ Live ON TARGET % turns a hunch into a number you can act on.
- ✔ Staff, sell, and set goals ahead of demand instead of reacting to it.

AI SCHEDULING · NIGHT VISION

Book the right tech, in the right slot, in seconds.

Type in the customer's address and Night Vision confirms the location with Street View, filters to technicians who actually have the skills, then ranks the best openings by drive time, overtime risk, skill match, route clustering, and your service windows — each with a clear score.

Night Vision

AI-powered residential address scheduling

Schedule · Watchings · AI Settings

STEP 4 of 7

Service Address

Anchor the job for drive-time math.

Address

121 Keystone Way, Delaware, OH 43015, USA

Location 43.3142, -83.1036

or this appointment

View on Google Maps

Costs

Kendall accounts · © 2025 Google · Terms · Report a problem

Open in Google Maps

Reset

Next

Night Vision

AI-powered residential address scheduling

Schedule · Watchings · AI Settings

STEP 4 of 7

When does the customer need service?

Auto · Tomorrow · Next Week · Specific Window

Top 5 Options

Ranked by company prompt. Click to select

AI Aaron Lee

Sat, May 30 8:00 AM - 9:30 AM

+120 min ahead · 100% match

71

AI Aaron Lee

Sat, May 30 9:30 AM - 10:00 AM

+120 min ahead · 100% match

71

AI Aaron Lee

Sat, May 30 9:00 AM - 10:30 AM

+120 min ahead · 100% match

71

AI Aaron Lee

Sat, May 30 9:30 AM - 11:00 AM

+120 min ahead · 100% match

71

AI Aaron Lee

Sat, May 30 10:00 AM - 11:30 AM

+120 min ahead · 100% match

71

- ✔ Street-View address confirmation with real drive-time math.
- ✔ Filter by skill, department, location, or a specific tech.
- ✔ Ranked, explainable slots — tune the weights to match how you run.
- ✔ Can't fit it today? Watch the request and get pinged when a slot opens.

REAL-TIME RADAR

Catch problems before your customers do.

Mission Control constantly scans your board and surfaces what needs attention — sorted Critical → Important → Opportunity. Double-bookings, running-late jobs, and unassigned calls rise to the top; idle gaps and revenue shortfalls become opportunities to fill. Every card explains the "why" and offers a one-click fix.

Intelligent Suggestions

Real-time decisions to optimize routing, capacity, and revenue.

All · Critical · Important · Opportunity

Critical

Late start: Joe Smith

Sales Appointment - Entry Door was scheduled for 8:00 AM — still marked Scheduled

356 min late

RUNNING LATE

View

Late start: Sam Green

Sales Appointment - Entry Door was scheduled for 8:00 AM — still marked Scheduled

356 min late

RUNNING LATE

View

Late start: Joe Smith

Sales Appointment - Entry Door was scheduled for 10:10 AM — still marked Scheduled

266 min late

RUNNING LATE

View

Late start: Sam Green

Sales Appointment - Entry Door was scheduled for 10:10 AM — still marked Scheduled

266 min late

RUNNING LATE

View

Late start: Joe Smith

Sales Appointment was scheduled for 11:00 AM — still marked Scheduled

176 min late

RUNNING LATE

View

Intelligent Suggestions

Real-time decisions to optimize routing, capacity, and revenue.

All · Critical · Important · Opportunity

Opportunity

Below revenue goal today

\$7.8k booked of \$84.5k goal — 12 jobs

\$46.7k gap

REVENUE GAP

Open Day

Below revenue goal tomorrow

\$0 booked of \$54.5k goal — 0 jobs

\$54.5k gap

REVENUE GAP

Open Day

Below revenue goal Sun 5/31

\$0 booked of \$54.5k goal — 0 jobs

\$54.5k gap

REVENUE GAP

Open Day

Below revenue goal Mon 6/1

\$7.8k booked of \$54.5k goal — 12 jobs

\$46.7k gap

REVENUE GAP

Open Day

Below revenue goal Tue 6/2

\$7.8k booked of \$54.5k goal — 12 jobs

\$46.7k gap

REVENUE GAP

Open Day

Below revenue goal Wed 6/3

\$7.8k booked of \$54.5k goal — 12 jobs

\$46.7k gap

REVENUE GAP

Open Day

- ✔ Never miss a double-book or a late start again.
- ✔ Turn empty idle gaps into booked, billable hours.
- ✔ See exactly how far each day sits from its revenue goal.

OPTIMIZATION

Squeeze the wasted miles out of every day.

One click reorders a technician's day for the shortest drive — while respecting confirmed appointments and customer time windows. You see the exact drive time, labor dollars, and fuel saved before you commit, so it's always your call.

Route — Mon, May 25

13 of 13 appointments mapped

Joe Smith (7) · Sam Green (5)

Leaflet | OpenStreetMap

OPTIMIZATION PREVIEW

Save 1h -18m

DRIVE TIME

Labor -1.39 hr -38.3 MI

Joe Smith (7 stops -15 min -15.28 labor

\$20.00/hr)

Current 1h 48m 48.1 Proposed 57 min 28.0 mi

New order: #1 -> #6 -> #3 -> #7 -> #4 -> #2 -> #5

Michael Brown (5 stops -15 min -15.11 labor

\$20.00/hr)

Current 1h 36.2 mi Proposed 1h 2m 29.0 mi

New order: #1 -> #2 -> #2 -> #5 -> #4

Cancel

Apply

- ✔ Honors locked / confirmed stops and customer windows.
- ✔ Preview the savings (time, labor \$, fuel) before applying.
- ✔ Optimize one tech or the whole crew at once.

SPEED

Schedule your everyday jobs in a single drag.

Build templates for the work you book all the time — service calls, installs, recurring routes — then drag them straight onto the board. Jobs you can't place yet park on the Waiting List, ready to slot the instant a route opens up.

Quick Entry

Drag a Quick Entry template onto the calendar to schedule it. Double-click an item to edit it.

Search Quick Entry...

Job 91 · Recurring 0

NO AC

2 hours

SERVICE-RESIDENTIAL

90 minutes

SERVICE-COMMERCIAL

90 minutes

Install-Residential

90 minutes

RECURRING JOB - Irrigation

2 hours

QUOTE / ESTIMATE

1 hour

RECURRING JOB

2 hours

RECURRING JOB (Pest Control)

90 minutes

RECURRING JOB (Septic/Grease Trap)

2 hours

RECURRING JOB (Shredding)

90 minutes

Administration Meeting

90 minutes

EMERGENCY

2 hours

QUOTE / ESTIMATE

1 hour

RECURRING JOB - Fire Inspection

2 hours

EVERYTHING IN CONTEXT

The full story behind every job.

Click any appointment to follow the whole thread — customer → appointment → quote → work order → invoice → payment — with maps, notes, and tags right there. Hover for time punches, equipment history, and line items, and copy any of it into an email in one click.

Repair/Service/Replace

Ethen Enterprise

Customer → Appointment → Work Order

Do not schedule without payment on balance

APPOINTMENT

Status Completed - Invoiced

Type Residential

Date Mon, May 4, 2026

Time 8:30 AM — 9:40 AM

Duration 70 min

Assigned To Aaron Lee

Pre-Notification Low

Priority Low

Window 8AM to Noon

CUSTOMER

Name Ethen Enterprise

Company Ethen Enterprise

First Name Ryan

Last Name Enterprise

Type Commercial

Source Google

Terms Due on receipt

Delivery Text Message

Sales Tax Franklin County

CUSTOMER NOTES

All invoices must be sent via text message to (514) 622-1018. Per Ryan, do not leave paper copies on-site. Client is considering a Platinum Service Agreement upgrade in October. Follow up with the Sales Rep during the next scheduled maintenance.

CONTACT

Phone (888) 888-8888

Email jcremer@myservicecorp.com

Alt Phone (888) 888-8888

Alt Email meyers@ssmartserviceinfo.com

SERVICE ADDRESS

Address 125 N Front St

Customer Details

Customer Name Ethen Enterprise

Customer Type Commercial

Customer Class Google

Customer Address City

Customer Address State

Customer Address Zip Code

Customer Address County

Customer Address Full Address

SEE THE BIG PICTURE

Know your territory at a glance.

Color jobs by ZIP and see your entire service area as a live map — spot where the work clusters, where you're stretched thin, and where a single tech is crossing town all day. It's the fastest way to balance routes and plan coverage across the markets you serve.

Color by Service Address Zip Code

Service Zip

43 values

Reset Colors

Map

MAKE IT YOURS

Built to fit the way you dispatch.

Choose which fields show on each appointment, which filters appear, your working hours, grid size, and theme — then save it all as a dashboard view. Mission Control remembers, so every dispatcher opens to exactly the board they need.

Customize Event Labels

Check fields to show on event blocks. Drag or click arrows to reorder. There is always shown first.

Appointment Description

Appointment Assigned To

Appointment Type

Appointment Status

Appointment Crew

Appointment Duration

Appointment Pre-Notification

Appointment Priority

Appointment Window

Appointment Route

Appointment Stop

Customer FullName

Customer Company

Customer Type

Customer Class

Customer Address City

Service Address State

Service Address Zip Code

Service Address County

Service Address Full Address

Reset Default

Apply

Ready to take the controls?

Already a SMART SERVICE customer? Mission Control is in your dashboard now. Want a guided look first? We'll walk you through it in 15 minutes.

See It in Action →

SMART SERVICE The ERP for Field Service
485 Metro Plaza South, Dublin, Ohio 43017
Toll Free (888) 518-0818

You're receiving this because you're a SMART SERVICE customer. [Unsubscribe](#)