

Emergency service dispatch and routing

This workflow automatically receives emergency plumbing calls, dispatches the nearest available technician, and optimizes routing while keeping customers informed. It reduces response times and improves customer satisfaction during urgent plumbing situations.

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WORKFLOW TRIGGER

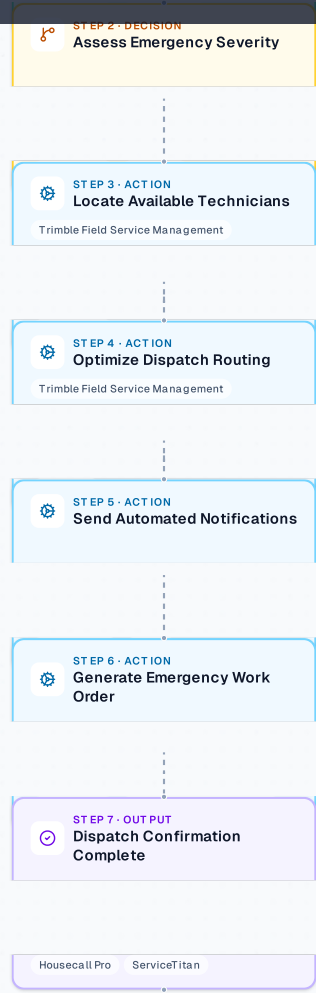


Customer calls emergency plumbing hotline or submits urgent service request through company app/website.

Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Emergency Call Received

System captures incoming emergency call details including customer location, contact info, and nature of plumbing emergency. Customer data is automatically logged with urgency level assigned.

ServiceTitan

Housecall Pro

2

 DECISION

Assess Emergency Severity

AI evaluates emergency type (burst pipe, no water, sewage backup, etc.) and determines priority level. System branches workflow based on severity rating and required technician skills.

ServiceTitan

FieldEdge

3

 ACTION

Locate Available Technicians

System queries technician availability, current locations, and skill sets to identify qualified responders. GPS tracking shows real-time positions of all field technicians.

Trimble Field Service Management

ServiceTitan

4

 ACTION

Optimize Dispatch Routing

AI calculates optimal route considering traffic conditions, technician proximity, and equipment requirements. Fastest response technician is automatically assigned to the emergency call.

Trimble Field Service Management

FieldEdge

5

Send Automated Notifications

Customer receives SMS/email with technician details, estimated arrival time, and tracking link. Technician gets job details, customer info, and turn-by-turn navigation to location.

Housecall Pro

Jobber

6

ACTION

Generate Emergency Work Order

System creates priority work order with customer history, emergency details, and pre-loaded common emergency parts. Billing template is prepared with emergency service rates.

ServiceTitan

QuickBooks for Contractors

7

OUTPUT

Dispatch Confirmation Complete

All parties receive confirmation with tracking capabilities and estimated resolution time. Emergency ticket enters active monitoring status with escalation protocols enabled.

Housecall Pro

ServiceTitan



Outputs

- Technician dispatched with optimized route
- Customer notified with arrival time and technician details
- Emergency work order created with priority status
- Real-time tracking activated for all stakeholders



Key Metrics

- Average emergency response time
- Customer satisfaction score for emergency calls
- First-call resolution rate for emergencies



Tools & Integrations

- ServiceTitan
- Housecall Pro
- FieldEdge
- Trimble Field Service Management
- Jobber
- QuickBooks for Contractors

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