

DISPATCHER BOOTCAMP

Formerly a part of CSR Dispatcher Bootcamp, we now have a one day training session focused solely on being a Dispatcher. This is a role based training for all skill levels and is intended for those whose role is a Dispatcher or for those who have specific Dispatching responsibilities.

In your Next environment, learn how to use ServiceTitan to increase your customer care as well as specific tools to help ensure the right technician is assigned to the right job. You will get to meet other Dispatchers and have the opportunity to learn from one another through various activities. If you're looking to level up yourself or your Dispatchers, you are in the right place.

COURSE OVERVIEW

CUSTOMER CARE

- Scheduling
- Prioritizing Jobs
- Keeping the Board Live
- Pausing vs. Holding

THE RIGHT TECHNICIAN

- Technician Memos
- Technician Skills
- Communication
- Teams
- Technician Shifts

ONGOING IMPROVEMENT

- Community
- Sandbox Environment
- YouTube



We know your Dispatchers are vital to your business, so we want to be respectful of their time. Classes will be conducted virtually via Zoom and include multiple opportunities to have an open dialogue to facilitate further skill development, so we require that participants have access to a working web camera and microphone.

Additional information about the class:

- [Click here](#) to register.
- Each event is capped at 16 participants
- For additional information, [click here](#)
- Who should attend: Dispatchers looking to maximize their dispatching skillset
- Registration fee is \$325 per person