ServiceTitan

What is Conditional Logic in Forms?

Conditional Logic Rules

👁 Preview

📄 Initial Display

When this form is first opened ONLY SHOW   5 selected

⠿ Rule 1

Field
IF   What type of heating unit?

Condition
Is equal to

Value
Gas   ✕

+ Add condition

When All Any of the IF conditions are met

THEN Show Hide   9 selected   ✕

Forms in ServiceTitan allow you to create consistent operating procedures as well as capture important information from the field. Conditional Logic in Forms uses "if-then" logic to only show relevant questions to your Technicians to save time, increase compliance, and give your customers a consistent experience.

Save time on forms in the field

Shorter and more relevant forms help increase completion rates and compliance by your technicians with only questions that matter to the job at hand.

Save time on forms in the office

Get more done with fewer forms and less training while ensuring that technicians choose the right form for the job.

Give your customers a consistent experience

Forms provide a systemized way to create repeatable outcomes in your business no matter who's on the job.

> **This feature will allow me to combine 80% of our forms, lessening the amount of forms that the technicians have to search through."**
>
> **Chad Wiesman**
> Airco Service, Inc

Visit the Academy to learn more