

Connected Service: Streamline Field Service Dispatching to Reduce Manual Work – and Cost

Why InTempo CSX?

Connected Service streamlines field service operations with AI-powered dispatching that helps rental businesses schedule, dispatch, and manage technicians from one centralized platform. Automatically match each service request with the right technician, optimize schedules and travel routes, and respond quickly to changing priorities.

Build Daily Technician Schedules from a Central Hub

Create and manage technician schedules from a centralized workspace. Give dispatchers a complete view of technician availability, service requests, and priorities. More easily assign work, adjust schedules as conditions change, and keep your field service operation performing at its best.

Adjust Schedules as the Day Unfolds

Adjust technician schedules in real time. Reassign jobs if a driver's truck breaks down or they hit unexpected traffic; respond to call-outs; accommodate emergency repairs without disrupting the entire day – all without the scheduling complexity of doing it by hand.

Assign the Right Technician to Every Job

Match every service call with the technician best equipped to handle it. Reserve higher-paid technicians for jobs that fit their certifications and expertise while assigning newer and less specialized techs to less complex work. You use your labor more efficiently and reduce your service costs.

Protect Your Customer Experience

Get down equipment back up and running ASAP. Build a reputation as a reliable vendor with timely service.

Reduce Technician Drive Time

Minimizing travel time increases wrench time. Mechanics complete more service calls – with less overtime.

Improve First-Time Fix Rates

Equip technicians with the tools, parts, and diagnostic data they need to get repairs done correctly the first time.



Keep Dispatchers and Drivers On the Same Page

Give dispatchers a real-time view of daily service activity, technician locations, job progress, and potential delays. Putting up-to-date information at their fingertips lets them make faster decisions, adjust schedules, reassign jobs, and proactively communicate with customers.

Give technicians the information they need on the road, including turn-by-turn directions, customer instructions, and gate access codes.

Make Service Operations Smarter at Scale

Manage one yard or many from a single platform. More importantly, use historic data to build more accurate service routes over time. Learned estimates let you better predict job durations, create more realistic schedules, and continually refine your planning process.

Update Customers Throughout the Day

Deliver timely updates on arrival windows, service progress, and job completion. Less surprises = more satisfied customers.

Full Integration with Your Rental ERP

InTempo CSX connects directly with your rental ERP, including RentalMan and other ERP systems. You get a seamless service experience with a single source of information across your business.

Work Order & Service Integration for RentalMan

CSX connects directly with RentalMan to eliminate duplicate work order entry and keep dispatchers, technicians, and office teams on the same page.

Sync work orders and service updates between CSX and RentalMan, giving teams a consistent view of job details from scheduling to completion.

Optimize Schedules, Respond Faster, and Get More Done

Ready to see how InTempo CSX can transform your service operations? Request a demo and contact us to learn more:

anthony.tye@intemposoftware.com
1-800-950-2221