



ST-60 Release Highlights

Ongoing improvements that help your business grow

Release Highlights

32

Core Improvements

3

Pro Improvements

1

New Feature

Thank you to the following companies for your ideas:

A-1 United Heating, Air & Electrical

A Plus Garage Doors

Abacus

Airco Service

Astar Heating & Air

Automated Gate Services, Inc.

Baker Bros Plumbing & Air

Beckwith Heating & Cooling

Berkeys

Bluewater Plumbing & Heating

Calibre Electric

Impress Customers

Tech

Customer Experience

- ✖ **Technician Two-Way Chat**
Keep customers happy with speedy replies

Cut out the middle person in the office and allow technicians to directly respond to job-related customer chats.

Streamlined Workflow

Tech

Managers

- ✖ **Form triggers for appointments**
Leave no screw unturned with the right form, every time

Make install and service workflows more efficient and drive best practices more consistently with form triggers - now at the appointment level.

Real-time Insights

Tech

Managers

Reporting

- ✖ **Technician Scorecard Redesign**
If you like the Modular Dashboard...

You'll love the new Technician Scorecards. The new user interface with filters directly on the scorecard and tooltips for every KPI give you easy access to performance details to keep your field team motivated and driven.

Other Goodies

Dispatch

CSR

Inventory

Reporting

- ✖ **Get cleaner report data** by deleting unused appointments - even after an invoice has been exported

Quickly view inventory stock levels, cost, and where your items are located on a new overview page

Stay on top of quickly changing prices with the purchasing report last order costs

- ✖ You asked, we listened! Feature released due to direct feedback and requests.
[Keep them coming!](#)

Learn about all these features and more in ST-60 Release Notes:
help.servicetitan.com/Content/release-notes/release-notes-st-60.htm

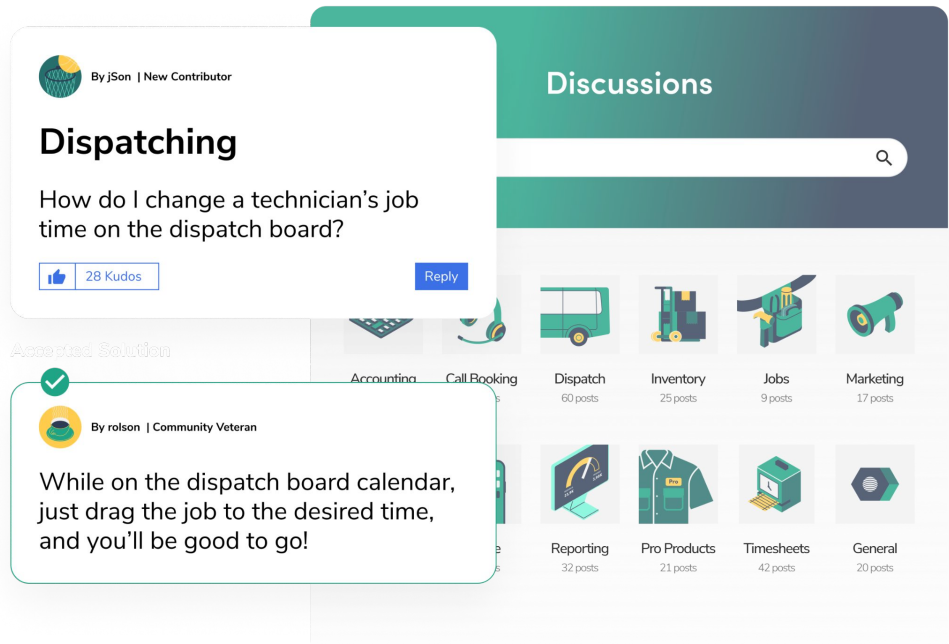


Thank you to the following companies for your ideas:

Citywide Sewer & Drain Service
 Cleary Plumbing, Inc.
 Climate Experts Inc
 Coolray Heating & Cooling, LLC
 CoolToday
 Corley Plumbing Air Electric Inc.
 Donovan Heat & Air
 Drain Masters
 Generation III Plumbing, Heating, Air Conditioning & GJ Pignatelli Electric
 Hays Cooling and Heating, LLC
 Mechanical Man
 Halco Energy
 H R Stewart Inc.
 Ostrom Electrical & Plumbing
 Parker and Sons
 Point Loma Electric
 Prime Plumbing Inc.
 Ragsdale Heating & Air Conditioning, Inc.
 Robbins Heating & Air
 Spartan Plumbing LLC
 Team Bob's Heating Cooling and Plumbing
 Triple Play Home Service
 Westcoast Gate and Entrance Systems, LLC
 Williams Comfort Air
 Wrench Group, LLC
 ...and many others!

Introducing the New Community

We're excited to announce ServiceTitan Community is finally here! Community is a centralized space where you can engage with experts, power users, and other members. Ask questions, share your own expertise, and grow professionally in a helpful, collaborative environment.



Plus, submit product ideas and track their status from consideration to roadmap and access a new centralized Support portal—which recommends the most relevant help content and allows you to manage and track cases.

Explore Community today! community.servicetitan.com



Titan Intelligence

Titan Intelligence is AI for the trades. By harnessing the power of data, Titan Intelligence fuels industry insights, trends, product features, recommendations, and data-driven strategies for the trades. Features in ServiceTitan that have the “powered by Titan Intelligence” tag indicate that they are Data/Machine Learning/Artificial Intelligence driven which allow users to discover relevant insights, predict future outcomes, see recommendations in context, and/or automate tasks/workflows.

Powered by Titan Intelligence

The following features now include the “Powered by Titan Intelligence” tag:

- ▶ Price Insights
- ▶ Smart Recommendations

To learn more, visit:

<https://help.servicetitan.com/how-to/titan-intelligence-overview>