



# ST-61 Release Highlights

Ongoing improvements that help your business grow

This release has

**36** core improvements

**2** Pro improvements

**1** new feature

## Streamline Inventory

Inventory

Purchasing

### Feature: Return Types Page

Lower inventory costs by accurately tracking and managing returns.

Boost profitability with an efficient inventory returns workflow that gives you greater transparency and allows you to track every return from start to finish.

## Secure Revenue

Sales

CSR

Dispatch

### Feature: New “Recurring” Tag on Incoming Customer Texts

Easily identify valuable job leads ahead of time.

Increase recurring service revenue with new Chat conversation tags that help you flag potential opportunities, so you can follow up quickly with your customers to book the job.

## Streamline Workflow

Admin

Office

### Feature: Improved Customer Merge Experience

Get simpler clarification and reduce errors when merging customer record errors.

Enjoy greater control over merges with new functionality that shows merge history, lets you undo merges made in error, and makes resolving duplicate record issues faster and easier.

## Other Goodies

Tech

Office Users

**Efficiently capture relevant field data** with Conditional Logic in Forms

**Easily identify attachments** to add to estimates and invoices

**New options to get alerted** with non-job form submissions



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

Learn about all these features and more in [ST-61 Release Notes](#).



**Thank you to the following companies for your ideas:**

Absolute Electrical Contracting & Design LLC

Airco Services

Bacon Plumbing Inc.

Complete Comfort Heating & Air Conditioning

F.H. Furr Plumbing, Heating, Air Conditioning & Electrical

Horizon

Logan A/C & Heat Services, Inc.

Major Heating & Air Conditioning

Michael & Son Services, Inc.

Rainscapes Construction Inc

Zoom Drain LLC

## Leverage the Power of Conditional Logic in Forms

Conditional Logic in Forms uses “if-then” logic to only show relevant questions to your technicians to save time completing Forms, increase quality of data captured in the field, and give your customers a consistent experience.

Gone are the days of useless questions for your technicians to fill out! Conditional Logic allows you to combine multiple Forms into one, while only showing questions that are relevant to the job at hand.

Conditional Logic Rules

[Preview](#)

Initial Display

When this form is first opened **ONLY SHOW** 5 selected

Rule 1

| Field                         | Condition   | Value |
|-------------------------------|-------------|-------|
| IF What type of heating unit? | Is equal to | Gas   |

+ Add condition

When **All** Any of the **IF** conditions are met

**THEN** Show Hide 9 selected

“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

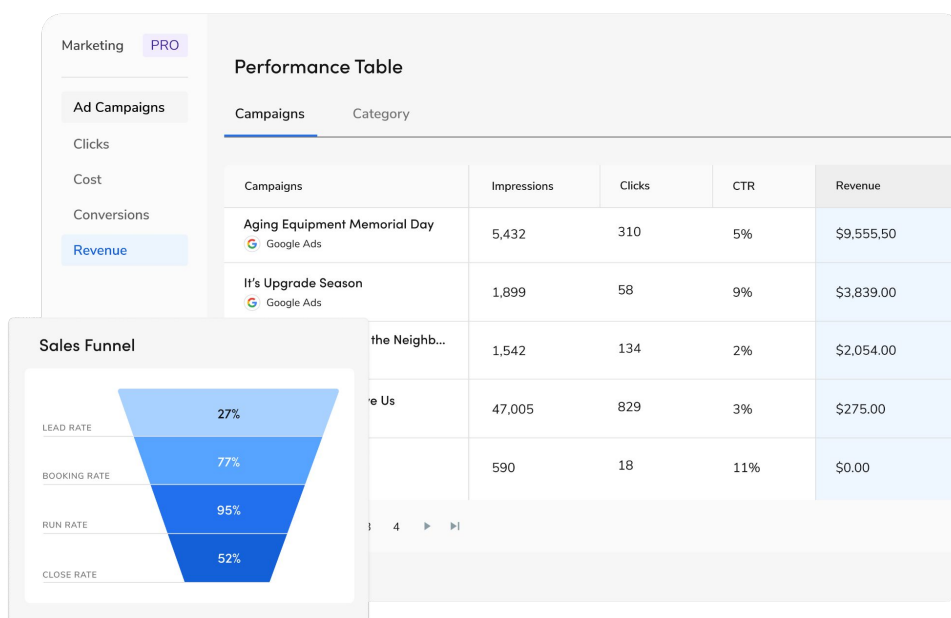
Learn more in the Knowledge Base:

[help.servicetitan.com/how-to/conditional-logic-in-forms](https://help.servicetitan.com/how-to/conditional-logic-in-forms)



## Uncover Wasted Ad Spend with Marketing Pro – Ads

Align your data by connecting Google Ads and Google Analytics to ServiceTitan and automating attribution with Dynamic Call Tracking. With accurate, reliable campaign performance data, you can now identify wasted spend and re-allocate budget to higher performing campaigns.



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