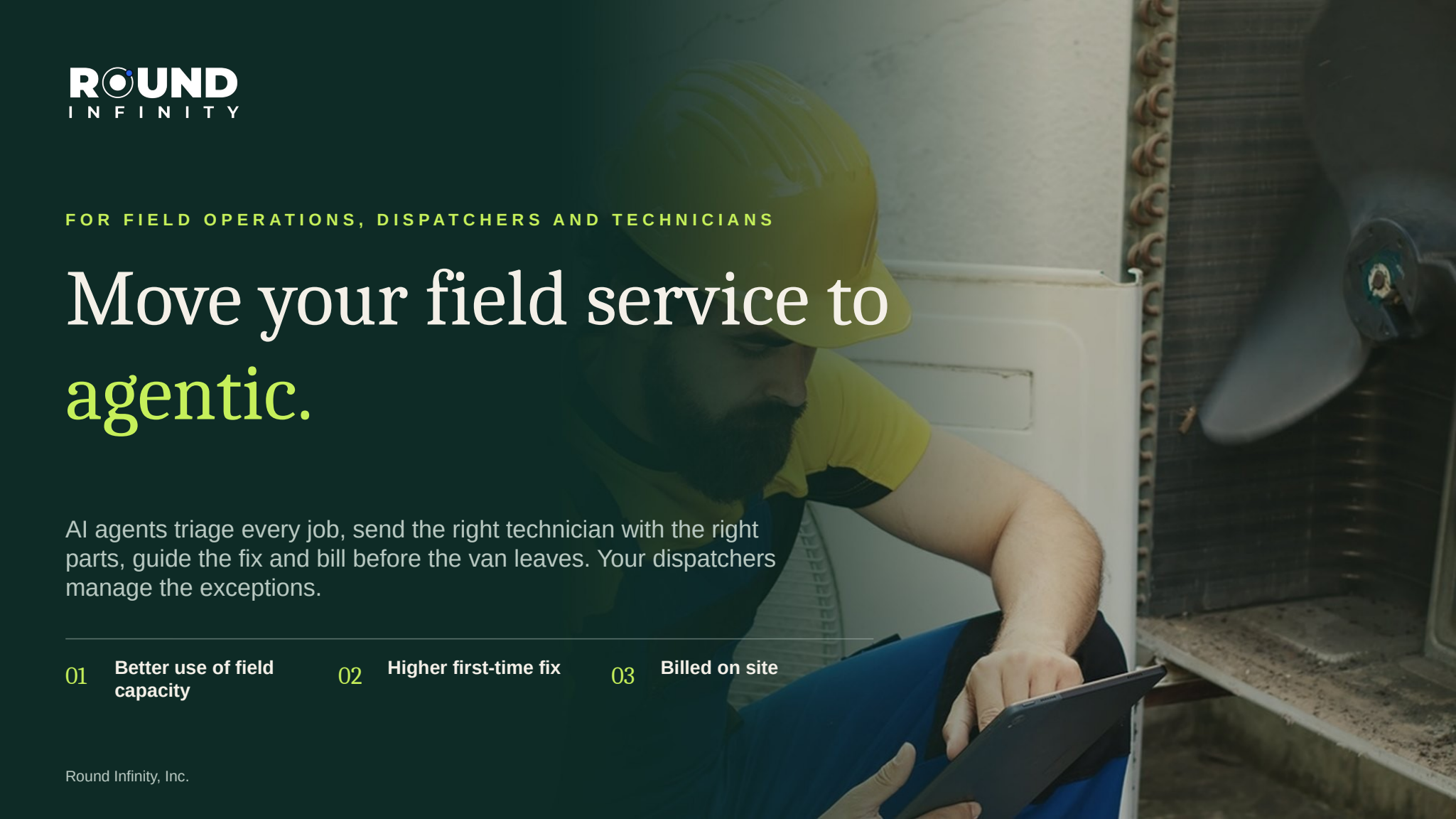
ROUND INFINITY

FOR FIELD OPERATIONS, DISPATCHERS AND TECHNICIANS

Move your field service to agentic.

AI agents triage every job, send the right technician with the right parts, guide the fix and bill before the van leaves. Your dispatchers manage the exceptions.

01	**Better use of field capacity**	02	**Higher first-time fix**	03	**Billed on site**



From manual to agentic.

TODAY		WITH ROUND INFINITY
Jobs logged from vague phone calls	→	Asset and likely cause identified from calls, messages and photos
Technician arrives without the part	→	Parts predicted and checked before dispatch
Customers wait all day for a visit	→	Live ETA; reschedule in the same conversation
Paperwork and invoice a week later	→	Report, sign-off and invoice before leaving site



One job, reported to paid.

Field Service in five steps. An app holds the work, an AI agent does it, and people decide where it matters.

01 TRIAGE

Triage every job by asset, priority and SLA

AI AGENT

Service Triage

Identifies the asset and likely cause and creates the work order.

APP Work Orders · Asset Register

PEOPLE Dispatch reviews priority jobs.

→

02 PLAN

Plan the right technician, route and parts

AI AGENT

Scheduling & Dispatch · Parts Readiness

Assigns by skill, location, SLA and parts; checks stock.

APP Dispatch Board · Parts & Inventory

PEOPLE Dispatchers manage the exceptions.

→

03 DISPATCH

Dispatch jobs and keep customers updated

AI AGENT

Customer Update

Sends live ETAs and handles reschedules in conversation.

APP Route Optimization

PEOPLE Customers choose a new time themselves.

→

04 FIX

Guide technicians through work on mobile

AI AGENT

Field Technician Copilot

Gives history, manuals and step-by-step guidance by voice.

APP Mobile App (offline)

PEOPLE Technicians do the work.

→

05 BILL

Prove the work, bill and prevent repeat visits

AI AGENT

Job Report & Billing

Turns notes and photos into the report and invoice.

APP Mobile App · Asset Register

PEOPLE Customers sign off on site.

03 PLAN & PREPARE

Every technician, ready.

Before dispatch, the technician gets the asset history, the likely cause and the parts already confirmed on the van.

- Asset and warranty
- Likely cause
- Parts on the van
- Customer notes
- Safety steps

POWERED BY

USE CASE — Dispatch Board · Parts Readiness agent

+ WORKS WITH — Procurement

PREPARED BY AI AGENT

Illustrative

Job 9124 · Chiller not cooling

Riverside Mall · SLA 4h · assigned to A. Khan

ASSET	Chiller 2 · installed 2019 · in warranty
LIKELY CAUSE	Compressor relay; same fault in March
PARTS	Relay and contactor confirmed on van 14
ACCESS	Roof key at security · permit pre-approved

GUIDANCE

Check relay first; March fix was a temporary bypass
Photo of nameplate needed for the warranty claim

Six field agents. Each with a partner.

AGENT 01

Service Triage

Identifies the asset and likely cause from calls, messages and photos.

+ Service

AGENT 02

Scheduling & Dispatch

Assigns by skill, location, SLA and parts; re-plans routes.

+ Appointment Scheduling

AGENT 03

Field Technician Copilot

Gives history, manuals and step-by-step guidance by voice.

+ Build Your Own

AGENT 04

Parts Readiness

Predicts the parts a job needs and checks stock before dispatch.

+ Procurement

AGENT 05

Job Report & Billing

Turns notes and photos into the report and invoice.

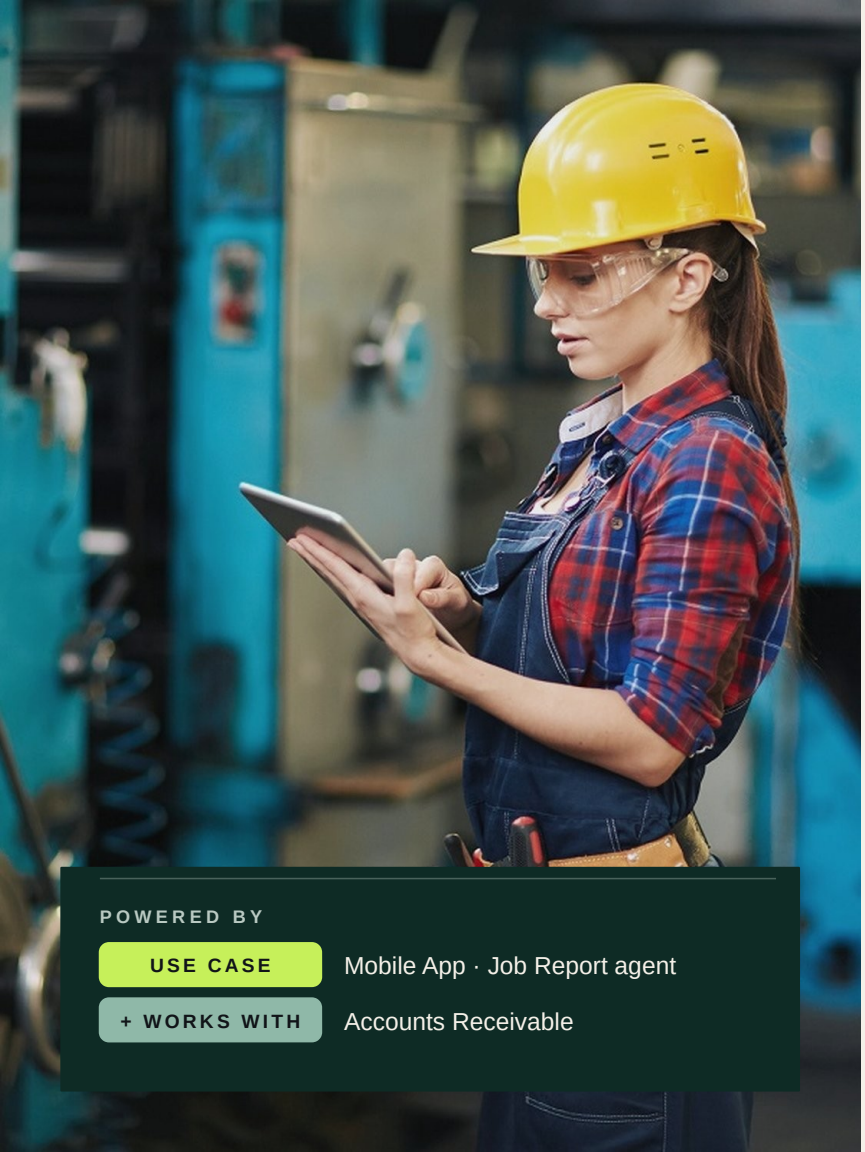
+ Accounts Receivable

AGENT 06

Customer Update

Keeps customers informed of ETA and handles reschedules.

+ Service



POWERED BY

USE CASE — Mobile App · Job Report agent

+ WORKS WITH — Accounts Receivable

05 FIX & BILL

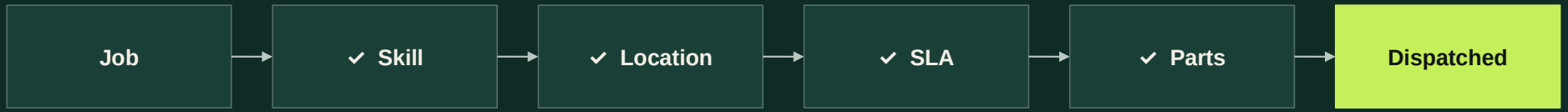
A job, closed before the van leaves.

The technician talks, photographs and signs. The agents write the report, raise the invoice and take the payment.

ACTIVITY · JOB 9124 · RIVERSIDE MALL — *Illustrative*

10:05	AGENT	Customer told: technician 20 minutes away
10:31	TECHNICIAN	Arrived · checked in by GPS
10:40	TECHNICIAN	“Relay failed, replacing it now” (voice)
11:20	AGENT	Report drafted from notes and 6 photos
11:24	CUSTOMER	Signed off on the technician's phone
11:25	AGENT	Invoice raised · warranty parts excluded
11:26	AGENT	Paid by link · root-cause note added to asset

The right person, the first time.



Dispatch

Jobs are assigned by skill, location, SLA and parts availability. When jobs overrun or urgent work arrives, routes are re-planned and customers told.

POWERED BY

USE CASE — Dispatch Board · Dispatch agent

+ WORKS WITH — Appointment Scheduling

Prevent

Repeat visits are tracked to root cause by asset. Preventive maintenance is scheduled automatically from contracts and history.

POWERED BY

USE CASE — Asset Register · Triage agent

+ WORKS WITH — Build Your Own

07 THE USE CASE

Six applications, built for field service.

Work Orders
Jobs, tasks, assets, SLAs

Dispatch Board
Scheduling by skill and territory

Route Optimization
Daily routes, less travel

Mobile App (offline)
Checklists, photos, signatures, payments

Parts & Inventory
Van and warehouse stock

Asset Register
Warranties, contracts, history



Works with the rest of your operation.

Connected use cases share the record and the audit trail. Industry packs add sector depth on top.

WORKS WITH

Service

Issues reported and updates sent on any channel.

WORKS WITH

Appointment Scheduling

Customers choose their visit window.

WORKS WITH

Procurement

Parts bought before they run out.

WORKS WITH

Accounts Receivable

On-site payments and follow-up collection.

INDUSTRY PACKS

Technical Services

HVAC, MEP and AMC contracts.

INDUSTRY PACKS

Manufacturing

Installed-equipment service and warranty.

INDUSTRY PACKS

Diagnostic Labs

Home sample collection routes.

INDUSTRY PACKS

Residential Communities

Maintenance requests from residents.

Tracked from request to done.

WORKFLOWS

Break-fix	Request to resolved and billed
Preventive maintenance	Visits generated automatically
Installation and commissioning	Multi-visit jobs
Subcontractor dispatch	Partner technicians tracked
Return visit and escalation	Root cause found
Warranty claim	Evidence captured on site

DASHBOARDS



First-time fix rate

By technician and asset



SLA compliance

Response and resolution



Utilization and travel

Productive versus travel

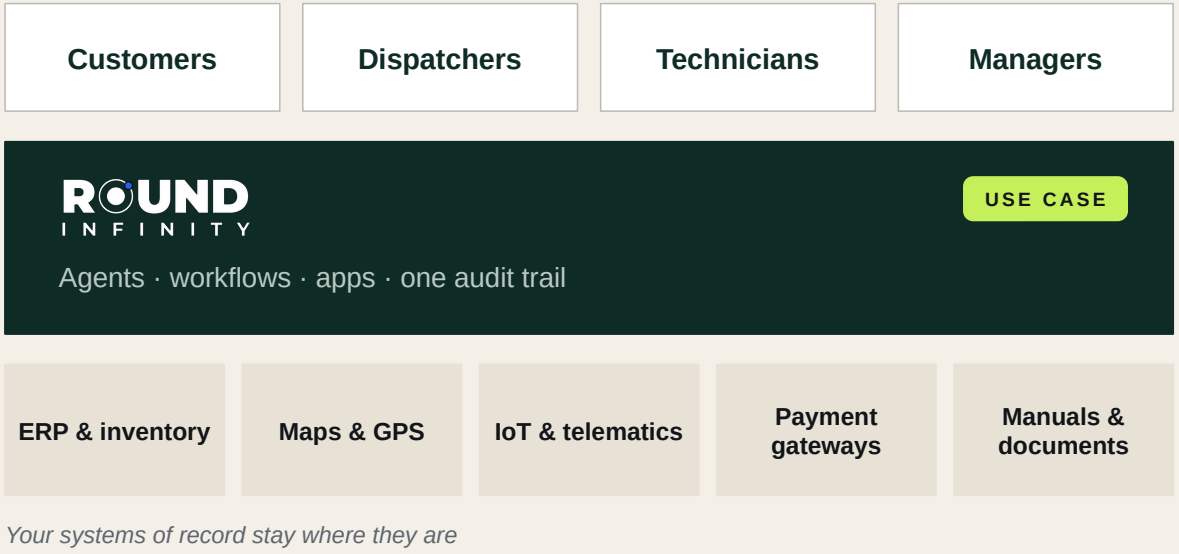


Revenue per job

Billed on site

Works alongside your ERP and IoT.

Inventory and finance stay in your ERP. Round Infinity runs triage, dispatch, the technician app and billing around it.



Your systems of record stay where they are

INCLUDED WITH EVERY SUBSCRIPTION

- AI Execution Engine
- AI Agent Builder
- Workflow Automation
- Customer 360
- Apps & Portals
- Integrations & APIs

Start with one use case. Add the rest.

Platform

Named users and the core platform

+

Field Service

The apps, agents, workflows and dashboards in this overview

+

More use cases

Service · Appointment Scheduling · Accounts Receivable

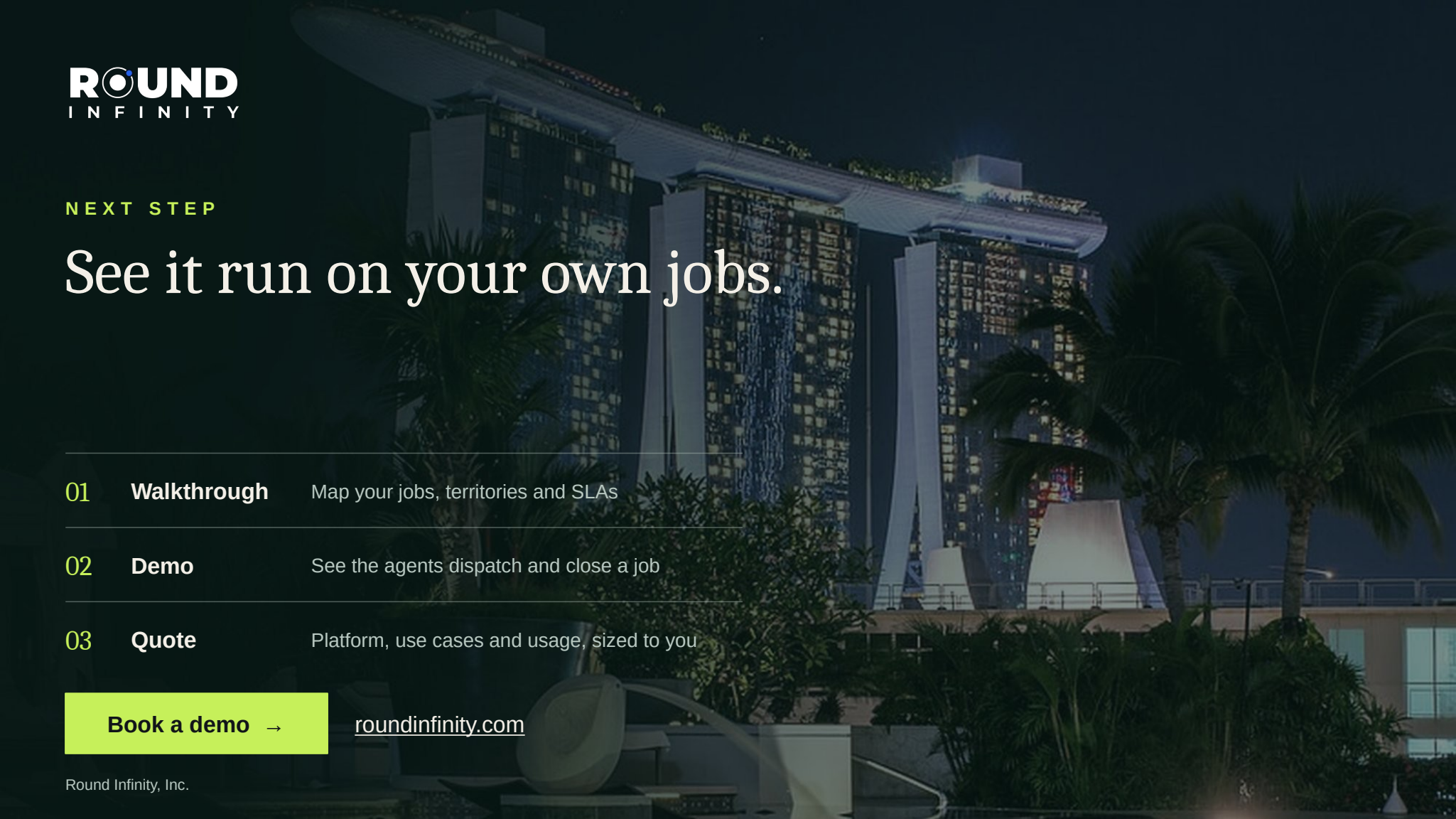
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Usage

AI, voice and messaging — pay as you use

One platform, one data model, one user set, one audit trail. Every use case you add shares all of it. Users are licensed once.

Price your operation → roundinfinity.com/pricing



ROUND INFINITY

NEXT STEP

See it run on your own jobs.

01	**Walkthrough**	Map your jobs, territories and SLAs
02	**Demo**	See the agents dispatch and close a job
03	**Quote**	Platform, use cases and usage, sized to you

Book a demo →

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