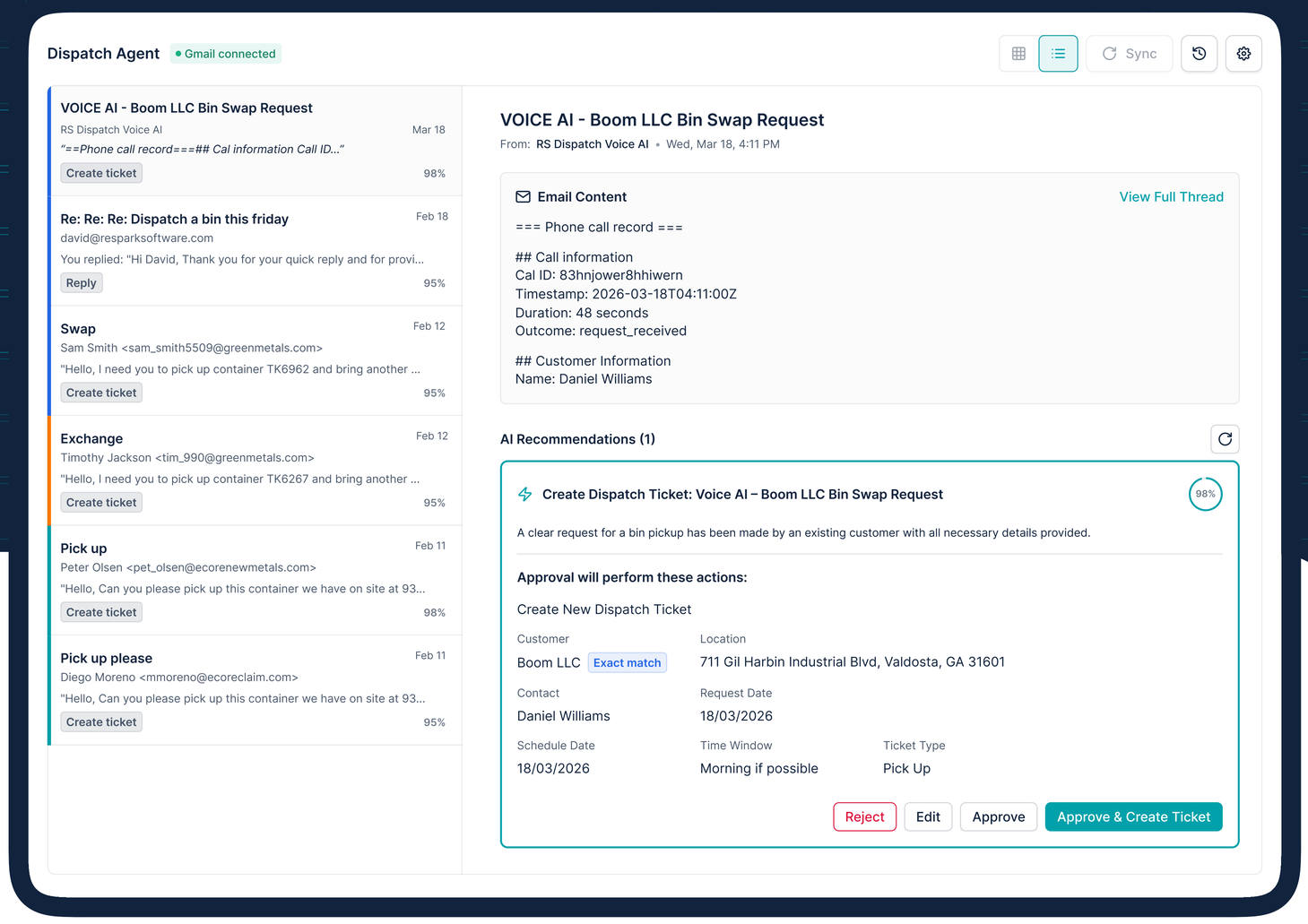
ReSPARK

AI AGENT · DISPATCH

Email and phone requests become tickets – automatically.



REQUIRES YARD OPERATIONS PRO

Email + voice automated dispatch ticket generation.

The Dispatcher Agent reads inbound service requests, drafts dispatch tickets, and sends proactive customer updates. Turns email and phone chaos into a structured approval queue.

2x
faster dispatch response

51%
drafted tickets need zero edits

ReSpark Capabilities

** Available capabilities are based on your licensed ReSpark modules.

Email Agent

Connects to Gmail or Outlook at the user or group-inbox level. Reads inbound, ignores anything that isn't a dispatch request. Multiple dispatchers on one agent share the same recommendation queue.

Structured recommendations

Each suggests customer, location, trip type, schedule window, ticket type, material, estimated weight, and special instructions — with confidence scores alongside.

Three-click triage

Approve (one-click creation), modify (edit inline then create), reject (duplicate, already handled, not a dispatch request). Full action history with undo — undone tickets return to the queue.

Voice Agent

Dedicated phone number with call-forward through your phone tree. Agent answers first; handoff to human on uncertainty. Calls become records in the same queue with full transcript.

AI-suggested replies

Drafts follow-up emails for missing info through the dispatcher's own outbox — audit trail preserved in both ReSpark and email.

Learns with use

Customer name variants, abbreviations, location defaults, and quirks learned per account over time.