ReSPARK

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AI that actually works.

Case Study:

How the recycling center automated dispatch across multiple yards with ReSpark's Dispatcher Agent

The Challenge

At The Recycling Center, dispatch requests were coming from everywhere — emails, forwarded texts through Google Voice, Slack messages from staff taking calls, even group threads with little to no context.
Non-Ferrous Manager Matt Foley and dispatcher Tanner Martin were stuck monitoring every channel, interpreting incomplete requests, and creating tickets manually.
With multiple yards in play, one missed or duplicate ticket didn't just cause confusion — it created ripple effects across the entire operation.

3 yards

one missed ticket affects all of them

3 channels

emails, Google Voice, and Slack all monitored manually

The Solution

Monitors Every Channel

Reads emails, forwarded texts, and Slack messages in real time — no matter how incomplete or messy the request comes in.

Drafts Tickets Instantly

When a dispatch request is detected, the agent extracts the details and creates a ready-to-approve ticket with one click.

Gets Smarter Over Time

The agent learns from every interaction – customer info, preferences, and corrections carry forward so accuracy improves with each use.

The ReSpark Effect

Before ReSpark, dispatch was fragmented — Slack threads, Google Voice forwards, and manual ticket entry. Now the Dispatcher Agent acts as the single intake layer for every request, automatically drafting tickets and feeding a unified load board across all yards.
And this is just the start. With phone-based dispatch on the roadmap, the goal is simple: No missed requests. No chaos. Just control.

- 309 AI-generated dispatch recommendations across 3 users and 3 yards in month one
- 51% of approved tickets required zero edits – fully drafted by AI
- Dispatch volume scaled from 1/day → 11–14/day, matching manual output by week 4
- Agent confidence on repeat customers jumped from 18% → 86%

Before ReSpark

- ✗ Dispatch requests scattered across email, Slack, and text
- ✗ Incomplete customer info slowing everything down
- ✗ Manual ticket creation for every request
- ✗ Missed or duplicate tickets across yards
- ✗ No centralized view of incoming work

After ReSpark

- ✓ One intake for every request, no matter the channel
- ✓ AI extracts details and drafts tickets instantly
- ✓ One-click approvals replace manual entry
- ✓ Unified load board across all yards
- ✓ Fewer errors, faster turnaround, total visibility

> *"I'm not going to lie, I was skeptical at first. Our customers barely include their name in a request. But the agent figured out who they were from email addresses and phone numbers. It's already changing how we manage the board."*
>
> Matt Foley, Non-Ferrous Manager The Recycling Center

Get started with our all-in-one suite today by requesting a demo at respark.com