

Your dispatchers answer the same 40 questions **every** single day.

Pureblue builds AI teammates for HVAC and specialty field service companies. Work-order intake, dispatch, warranty claims, and billing — handled by role-trained AI that runs inside deterministic workflows, built with a Texas HVAC leader.

MEET YOUR NEW TEAMMATE

Dispatch Coordinator

Takes work-order requests by chat, checks service areas and warranty coverage, routes jobs to the right techs, and keeps customers updated — around the clock.

Work-Order Intake Chatbot

TODAY

Customers call in, wait on hold, and your CSRs re-key the same details into the system all day.

WITH PUREBLUE

An AI teammate takes the request, validates the address and service area, checks warranty status, and creates a clean work order — 24/7, no hold music.

Dispatch & Scheduling

TODAY

Dispatchers juggle spreadsheets, tech rosters, and callbacks to slot every job.

WITH PUREBLUE

Jobs are matched to technicians by skill, zone, and availability, with exceptions escalated to a human dispatcher instead of everything landing on their desk.

Warranty & Billing Processing

TODAY

Warranty claims and invoices pile up in a back-office queue and take days to clear.

WITH PUREBLUE

Claims are matched to warranty companies, coverage is verified, and invoices go out the same day — with a full audit trail on every step.

Built on real operations

A Texas HVAC leader



Work-order chatbot, dispatch, warranty, and billing workflows built and validated with a Texas HVAC leader



Built for real field-service operations: service areas, zip-code routing, warranty companies, multi-crew scheduling



Extends naturally to plumbing, electrical, and property services

Fixed-scope implementation

We design, build, and deploy your first AI teammate and its workflows — live in weeks, not quarters.

Platform subscription

Hosting, models, monitoring, and continuous improvement included. Priced against a hire, not a software seat.

Augmentation, not replacement

Your people handle judgment calls; the AI teammate handles the repetitive work between them.