



Agenda Topics Overview

Gaylord Rockies | Denver, CO | Pre-Con: Dec. 7 | HCTC: Dec. 8–10



ServiceLink is a mobile workforce management solution built for utilities and municipal service providers. From dispatch through completion, ServiceLink helps teams manage water, gas, electric, sanitation, and fiber field operations in one connected platform. Office teams, dispatchers, and field crews gain real-time work visibility, mobile workflows, offline access, scheduling, routing, field data capture, and integrations with core utility systems.

At HCTC 2026, ServiceLink sessions will focus on practical ways utility teams can improve daily field operations, prepare for V8, increase crew adoption, reduce manual work with AI and image-based tools, connect field work to asset management, and use smarter scheduling and integrations to keep work moving.

You'll also hear directly from other utilities about what's working, what they've learned, and what ideas are worth bringing back to your own team. Whether you're a current customer, preparing for an upgrade, or looking for better ways to connect the office and the field, ServiceLink sessions are designed to give you practical takeaways you can use after HCTC.

ServiceLink	Agenda Topics
Day 1	0. ServiceLink Opening Address 1. ServiceLink Mobile V8: Built for Your Crews in the Field 2. ServiceLink Dispatch V8: Built for the Way Your Dispatchers Work 3. Snap, Fill, Done: ServiceLink AI and ATLAS Automate Form Completion from a Single Photo 4. One Platform, Full Picture: ServiceLink Field Work Meets Asset Management
Day 2	5. The ServiceLink Roadmap: Built for What's Ahead 6. ServiceLink Wins Worth Stealing: Real Stories from the Field 7. Connect the Dots: Integrations That Extend ServiceLink 8. Say It, Capture It, Keep Moving: Voice-Enabled Mobile Work 9. Beyond the Ticket: Getting More from Your ServiceLink Partnership 10. From Resistance to Results: Crew Adoption Stories with ServiceLink Mobile
Day 3	11. Real Utility Stories: Lessons from ServiceLink V8 Customers 12. Right Work, Right Crew, Right Time: Smarter Scheduling in ServiceLink 13. ServiceLink Open Lab: Bring Your Questions



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