



Dispatch Dashboard

Thompson Plumbing Co. — Memphis Metro

● Live

Thursday, May 1 — 8:47 PM

AVG RESPONSE TIME

14 min

▼ 3 min vs last week

JOBS TODAY

11

8 completed, 3 active

ACTIVE TECHS

4 / 6

2 on call tonight

UNASSIGNED JOBS

1

Waiting for available tech

Emergency Queue

5 jobs

Burst pipe — kitchen sink

Jennifer Huang
4821 Walnut Grove Rd, Cordova

CRITICAL Received 8:15 PM Assigned: Mike R.

En Route

ETA 8:30 PM

Sewage backup — basement

David Moore
1105 Colonial Rd, Germantown

CRITICAL Received 8:42 PM

Unassigned

Waiting for tech

Water heater — no hot water

Sarah Chen
2287 Kirby Pkwy, Memphis

URGENT Received 7:50 PM Assigned: Jason T.

Dispatched

Scheduled 8:00 AM Fri

Faucet replacement — master bath

Tom Bradley
903 Poplar View Ln, Bartlett

SCHEDULED Booked 5/2 10:00 AM Assigned: Carlos M.

Confirmed

Tomorrow 10:00 AM

Drain cleaning — slow kitchen drain

Lisa Park
7744 Poplar Ave, Germantown

SCHEDULED Booked 5/2 1:00 PM Assigned: Mike R.

Confirmed

Tomorrow 1:00 PM

Technician Board

6 techs



Mike Reynolds

Cordova — en route to burst pipe

En Route



Jason Torres

Bartlett — faucet install (wrapping up)

On Job



Carlos Martinez

Germantown — on call tonight

On Call



Andre Williams

Midtown — available

Available



Kevin Patel

Off shift — back 7:00 AM Fri

Off Duty



Ryan James

Off shift — back 7:00 AM Fri

Off Duty

RECENT DISPATCHES

Water heater replacement

7:30 PM

Completed at 1490 Whitten Rd, Bartlett. Customer confirmed hot water restored. 5-star review requested.

Mike R.

Response: 11 min

Emergency leak — laundry room

4:15 PM

Completed at 3302 Summer Ave, Memphis. Supply line replaced, water damage contained. Customer satisfied.

Andre W.

Response: 18 min

Drain cleaning — bathroom

2:40 PM

Completed at 5610 Stage Rd, Bartlett. Cleared with auger. Recommended camera inspection for recurring issues.

Jason T.

Response: 32 min