

Dispatchers

AI is automating route planning, load matching, driver updates and status calls, leaving dispatchers to handle exceptions, disruptions and people.

EXPOSURE	WINDOW	ADOPTION TODAY	READING
59 Elevated exposure	2–6 yrs until change lands	High	The role is being reshaped. Exposure is the share of today's work AI can plausibly take on within the window.

§ 01WHAT IS HAPPENING

What is happening to dispatchers

Impact

In trucking, field service, taxi and utility operations, dispatch software from Samsara, Motive, Descartes and ServiceTitan now assigns jobs, optimises routes, predicts arrival times and sends automated updates to customers and drivers. Load boards and brokerage platforms match freight to carriers algorithmically, and AI voice and chat agents handle check calls and routine customer enquiries. The dispatcher's day moves from building schedules and making calls to monitoring a board the software fills, intervening when a vehicle breaks down, a customer changes plans or a driver has a problem.

Risk

Elevated transformation: routine scheduling and communication auto-mate; exceptions, disruption and crew relationships stay human.

Dispatchers sit in the official very high exposure tier with moderate task applicability and usage, giving a score at the top of the elevated band and a 2-6 year window. Route optimisation, job assignment, arrival-time updates, status calls and much documentation are being automated now, and operations that once needed several dispatchers per shift will need fewer. The remaining work is exception handling: breakdowns, no-shows, weather, customer disputes and the judgement about which driver to trust with a difficult job. Knowing the drivers, the customers and the local geography still matters when the plan fails. Over the window expect fewer, more senior dispatch roles that function as operations controllers overseeing automated systems, and the loss of entry-level positions that were mainly phone and data entry.

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Sector readiness

Rapid Rollout via Fleet and Field-Service Platforms

Fleet telematics and field-service platforms have put AI dispatch, routing and automated communication into the hands of even small operators, and large carriers and brokers have run algorithmic load matching for years. Adoption is rated high; the main lag is in small family-run operations that still dispatch by phone and whiteboard.

§ 02 POSITION

Where you stand

- i Position yourself as the operations controller who manages exceptions and keeps the automated board honest, rather than the person who fills it.
- ii Build deep platform knowledge so you are the one who configures, troubleshoots and improves the dispatch system.
- iii Lean on your knowledge of drivers, customers and geography, the context the software does not have when the plan breaks.

§ 03 ACTIONS

6 POINTS

What this means for you

Concrete changes to how the work gets done, in the order you are likely to meet them.

- 01 **Learn the platform beyond the basics.** Samsara, Motive, ServiceTitan and similar systems have settings and features most dispatchers never touch. Knowing them makes you the local expert.
- 02 **Own the exceptions.** Breakdowns, cancellations and disputes are where your judgement counts. Make sure you are the person called when the automated plan fails.
- 03 **Keep the driver relationships.** Software sends the messages, but drivers still need someone who knows them and will back them. That trust is your edge.
- 04 **Watch the automation for errors.** Routing and arrival-time tools make confident mistakes. Spotting the bad assignment before the customer does is valuable work.
- 05 **Move toward operations analysis.** Learn to read the data the platform produces on utilisation, delays and cost, and bring suggestions to management.
- 06 **Cross-train into planning or customer management.** Roles that combine dispatch knowledge with planning, safety or key-account work are more durable than pure dispatch.

What is pushing this change

- 01**Fleet telematics platforms.** Samsara and Motive combine vehicle tracking with AI routing, automated driver messaging and alerts that replace manual monitoring.
- 02**Field-service dispatch software.** ServiceTitan and similar tools assign technicians, optimise routes and update customers without dispatcher intervention.
- 03**Algorithmic load matching.** Brokerage and load-board platforms match freight to carriers and set prices automatically.
- 04**AI voice and chat agents.** Automated agents handle check calls, appointment confirmations and routine customer queries that filled a dispatcher's phone time.
- 05**Customer expectations.** Live tracking and proactive updates are now expected, pushing operators to automate communication.
- 06**Labour cost and shortages.** Operators facing driver and office staff shortages use automation to cover more vehicles with fewer dispatchers.

Impact by sector

The headline figure is an average. Where you work changes the picture.

Truckload and LTL freight	Load matching, routing and check calls are heavily automated; dispatch teams are shrinking toward exception management.
Field service such as HVAC, plumbing and utilities	Platform-based scheduling and routing are standard, though technician skills matching and emergency jobs still need human judgement.
Taxi, rideshare and courier	App-based dispatch has already replaced most human dispatchers; remaining roles are in corporate accounts and operations oversight.
Towing, recovery and small local fleets	Phone-and-radio dispatch persists where operations are small and irregular, so change is slower.

Skills to build

The skills that keep the human part of this work valuable as the routine part is automated.

- 01 **Dispatch platform expertise.** Deep competence in your fleet or field-service system, including configuration and reporting, is the foundation of the modern role.
- 02 **Exception and crisis handling.** Making fast, sound decisions when plans fail is the core human task; it develops through experience and deliberate review of incidents.
- 03 **Communication under pressure.** Managing drivers, technicians and angry customers calmly keeps operations running and is not something the software does well.
- 04 **Operations data literacy.** Reading utilisation, on-time and cost data lets you improve the system rather than just operate it.
- 05 **Regulatory and safety knowledge.** Understanding hours-of-service rules, compliance and safety obligations ensures automated plans are legal and safe.
- 06 **Geographic and customer knowledge.** Knowing the territory and the customers provides context the algorithms lack when conditions change.

Tools in use

KINDS OF TOOL WORTH KNOWING

- 01 **Uber Freight.** Digital freight platform that matches loads to carriers and prices them algorithmically.
- 02 **AI voice agents for check calls.** Automated phone agents that confirm appointments, collect driver status and answer routine enquiries.

NAMED TOOLS ALREADY IN USE

Samsara Fleet platform combining telematics, AI routing, driver messaging and safety alerts.	VISIT
Motive Fleet management with AI dashcams, automated dispatch workflows and compliance tracking.	VISIT
ServiceTitan Field-service software that schedules technicians, optimises routes and automates customer updates.	VISIT
Descartes Route planning and optimisation used by delivery and distribution fleets to build daily schedules.	VISIT

In practice

Ways people in this role are already using AI, and what they get from it.

Automated route optimi- sation EXAMPLE 1	HOW	A distribution fleet lets the routing engine build each day's delivery sequence and only reviews flagged constraints and customer time windows.
	GAIN	Planning time drops from hours to minutes and mileage falls.
Proactive customer up- dates EXAMPLE 2	HOW	A field-service company sends automated arrival-time texts and ap- pointment confirmations from the platform rather than having dis- patchers call.
	GAIN	Dispatchers handle a fraction of the inbound calls and customers get more accurate information.
Exception dashboard EXAMPLE 3	HOW	A carrier configures its platform to surface only late, idle or off-route vehicles, so dispatchers work from an exception list.
	GAIN	A smaller team manages a larger fleet with faster response to prob- lems.

How this role compares

Three neighbouring roles chosen to show the direction of travel.

Logistics Coordinators MORE EXPOSED	AI IMPACT	Booking, documentation and status tracking are almost entirely digital and are automating faster than live dispatch.
	WORK MOVES TO	Shipment coordination, documentation and tracking.
Supply Chain Managers DIFFERENT SKILLS, GROWING	AI IMPACT	AI increases demand for people who design and oversee automated logistics networks.
	WORK MOVES TO	Network design, supplier strategy and operations oversight.
Truck Drivers (Heavy and Tractor-Trailer) COMPLEMENTARY, LESS EXPOSED	AI IMPACT	Driving has low generative-AI exposure; change comes slowly through autonomous trucking rather than language models.
	WORK MOVES TO	Safe vehicle operation and delivery.

Closing judgement

If you dispatch for a living, the software is already building the schedule, planning the routes and sending the updates, and it will do more of it each year. The job that remains is the one you do when things go wrong, and that is harder to automate because it depends on knowing your drivers, your customers and your patch. Learn the platform properly, become the person who handles the exceptions and improves the system, and recognise that the pure phone-and-keyboard dispatch role is disappearing.

Evidence and revisions

What the exposure figure rests on, what changed when it was last revised, and the published work cited for this role.

SCORE

59

WINDOW

2-6 years (unchanged)

The 5 October 2026 review held the score.

Exposure Index v2. Inputs: task applicability 46/100 (Microsoft AI applicability score 0.23 for Dispatchers, except police, fire, and ambulance); observed usage 30/100 (Anthropic observed exposure 0.23); official exposure tier 100/100 (BLS: very high); labour-market trajectory not yet mapped for this occupation, so its weight was spread across the other inputs; published adoption rating 70/100 (high adoption). Weighted base 58.6. Final score 59. New report: the window of 2-6 years is set from the score band.

HOW THE FIGURE IS BUILT (EXPOSURE INDEX V2)

Task applicability — Microsoft Research, AI applicability score	46 × 39%	18.0
Observed usage — Anthropic Economic Index, observed exposure	30 × 22%	6.7
Official exposure tier — US BLS AI-exposure category	100 × 22%	22.2
Labour-market trajectory — US BLS projected employment change 2025–35	not measured	—
Published adoption rating — This report’s adoption level	70 × 17%	11.7
Weighted base		58.6
Exposure score		59

MEASURES BEHIND THE SCORE

US Bureau of Labor Statistics · *Employment Projections 2025–35 and AI Exposure Categories* (27 August 2026)

AI-exposure tier: Very high. Projected employment change not yet mapped for this occupation. Matched to Dispatchers, except police, fire, and ambulance.

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Microsoft Research · *Working with AI: Measuring the Applicability of Generative AI to Occupations* (10 July 2025)

AI applicability score 0.23 for SOC 43-5032; scaled to 46/100 as the task-applicability input.

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Anthropic · *Anthropic Economic Index report: Cadences* (26 June 2026)

Observed exposure 0.23 for SOC 43-5032; scaled to 30/100 as the observed-usage input.

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UK Department for Science, Innovation and Technology · *Assessment of AI capabilities and the impact on the UK labour market* (28 January 2026)

UK context: around 70% of UK workers are in occupations with tasks AI could perform or enhance, above the US average; a one-standard-deviation rise in exposure was associated with a 3.9% fall in UK job postings.

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<https://www.careerguard.ai/sources>

§ 12 APPENDIX

Method and sources

Each report was written from a large body of published research. The exposure score itself is computed, not written: it is the CareerGuard Exposure Index, a weighted average of occupation-level measures from the US Bureau of Labor Statistics (AI-exposure classification and 2025–35 projections), Microsoft Research (AI applicability scores) and Anthropic (observed exposure), together with the adoption rating published on the report. The organisations and publications below are the standing literature behind the narrative sections. Every source, with dates, licences and archived copies where we are permitted to hold them, is catalogued in the research library.

Exposure Index v2 (October 2026). Each input is scaled to 0–100 and weighted: task applicability 35% (Microsoft AI applicability score ÷ 0.5), observed usage 20% (Anthropic observed exposure ÷ 0.75), official exposure tier 20% (BLS very high = 100, high = 70, moderate = 40, low = 10), labour-market trajectory 10% ($50 - 2.5 \times \text{projected \% employment change}$), published adoption rating 15% (very high = 85, high = 70, medium-high = 55, medium = 40, low-medium = 25, low = 10). Inputs not measured for an occupation are dropped and the remaining weights renormalised. An editorial adjustment of at most ±12 points is allowed only for automation channels the measures cannot see (robotics, self-service, machine vision, medical imaging, RPA/OCR, generative video) and is always logged with its reason. Scores are whole numbers, not rounded to five. The change window shifts one notch (a year at each end) per ten points of movement.

World Economic Forum

The Future of Jobs Report series — Employer survey of expected job growth and decline, skill shifts and technology adoption (2020, 2023 and 2025 editions); Artificial Intelligence and the Future of Entry-Level Work (2026).

AI governance and transformation reports — Frameworks on ethical AI, talent strategy and industry transformation.

McKinsey Global Institute

AI, Automation and the Future of Work series — Research quantifying automation potential by task, sector and demographic, from "Jobs Lost, Jobs Gained" to "Agents, robots, and us" (2025).

Industry-specific reports — Financial services, healthcare, manufacturing and others.

PwC

Global AI Jobs Barometer — Annual analysis of job postings and productivity by AI exposure (2024–2026 editions).

Upskilling Hopes and Fears survey — Employee perceptions and readiness.

Microsoft Research and Anthropic

Working with AI (2025); Anthropic Economic Index (2025–2026) — Occupation-level usage data from Copilot and Claude conversations, the two observed-usage measures behind the 2026 revision.

Stanford Digital Economy Lab and Stanford HAI

Canaries in the Coal Mine? (2025–2026); AI Index Report (annual) — Payroll evidence on early-career employment in exposed occupations; annual measurement of AI capability, investment and adoption.

Deloitte

Human Capital Trends series — Workforce, talent and HR technology trends.

Tech Trends series — Emerging technologies and their business implications.

Accenture

Technology Vision series — Forward-looking analysis of emerging technology, with emphasis on AI.

Fjord Trends — Design, innovation and human experience in a digital world.

Boston Consulting Group

AI/ML insights and industry solutions — "The AI Revolution in the Workplace" and related research.

EY

AI and workforce reports — Adoption, talent strategy and ethics.

IBM Institute for Business Value

AI and automation studies — Business models, workforce evolution and leadership.

OECD

AI Policy Observatory — International data and policy on AI, labour markets and skills.

Employment Outlook — Labour-market trends including technological impact (2023–2026 editions).

International Labour Organization

Generative AI and Jobs: A Refined Global Index of Occupational Exposure (2025) — Task-level exposure gradients for every ISCO occupation; successor to the 2023 global index.

International Monetary Fund

Staff Discussion Notes on AI and work (2024, 2026) — Complementarity framing: where AI augments and where it substitutes.

UK Department for Science, Innovation and Technology

Assessment of AI capabilities and the impact on the UK labour market (2026) — UK occupational exposure and job-posting evidence.

Brookings Institution

AI and automation research — Economic and social implications, displacement and skills.

Yale Budget Lab and Goldman Sachs Research

Tracking the Impact of AI on the Labor Market; AI and the US labour market (2026) — Aggregate labour-market monitoring; macro displacement estimates.

Oxford University (Oxford Martin School)

The Future of Employment — Frey & Osborne and subsequent research on susceptibility to automation.

MIT Technology Review

AI & Work — Reporting on AI research and its implications for industries and jobs.

Gartner

Hype Cycle for Artificial Intelligence — Maturity and adoption of AI technologies.

Future of Work reports — Workplace models and talent strategy.

U.S. Bureau of Labor Statistics

Employment Projections 2025–35; AI Exposure Categories; Occupational Outlook Handbook — Ten-year employment projections and, from the 2025 cycle, an AI-exposure tier for every detailed occupation.

Indeed Hiring Lab

AI at Work Report (2025) and posting-market updates — Skill-level transformation estimates and job-posting trends by occupation.

II CORE AI AND MACHINE-LEARNING RESEARCH

OpenAI

Research papers, blog and API documentation — Large language models, generative AI, safety and societal impact.

Google DeepMind

Research papers and blog — Reinforcement learning, AI for science, AGI and ethics.

Meta AI

Research papers and blog — Large language models, computer vision, AI for social good.

Hugging Face

Transformers library and model hub — Open-source state-of-the-art NLP models.

TensorFlow and PyTorch

Documentation and community forums — Core frameworks illustrating practical capability.

arXiv

cs.AI, cs.LG, cs.CV, cs.CL — Pre-print research.

NeurIPS and ICML

Conference proceedings — Top-tier academic research.

ACM and IEEE

Journals and proceedings — ACM Computing Surveys; IEEE Transactions on AI.

Kaggle

Datasets and competition solutions — Applied machine learning on real-world problems.

The Alan Turing Institute

Research and reports — Responsible and applied AI.

III ETHICAL AND RESPONSIBLE AI DEPLOYMENT

NIST

AI Risk Management Framework — Voluntary framework for managing AI risk.

European Commission

AI Act — Risk-tiered legal framework for AI.

Ethics Guidelines for Trustworthy AI — Principles for responsible development.

Partnership on AI

Research and best practice — Responsible AI development.

AI Now Institute

Annual reports — Social implications: power, inequality, rights.

ACM FAcCT

Proceedings — Fairness, accountability and transparency.

Data & Society

Publications — Social implications of data-centric technology.

WIPO

Conversation on IP and AI — Intellectual-property implications of AI.

IEEE Global Initiative on Ethics of AI/IS

Ethically Aligned Design — Recommendations for ethical AI design.

Center for AI and Digital Policy

Policy briefs — Accountable AI policy.

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