

What's New in ServiceMinder: August 28, 2026

08/28/2026 1:43 pm CDT

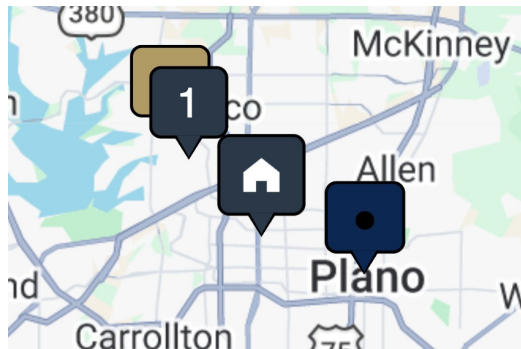
Maps & Routing

Find the Starting Point Faster

Starting addresses now have their own distinct map marker.

Stops continue to be color-coded by assigned Service Agent, but the route's starting location now stands apart from the rest of the map. The home office, warehouse, or other route starting address is displayed as its own **charcoal pin with a house icon** so it's easy to tell apart from regular stops at a glance. If more than one Service Agent or team starts from the same address, it appears as a single marker rather than one pin per agent.

This is especially helpful when multiple Service Agents begin at the same location, making it easier to see where routes start without hunting through a cluster of similarly colored pins.

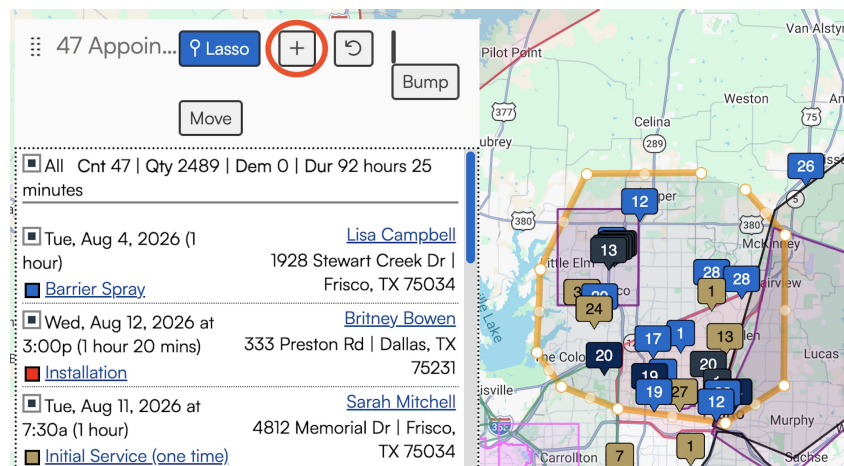


Build map selections without starting over

The lasso tool now works consistently across the Backlog Scheduler and Route Builder, and it keeps the stops you've already selected between passes.

Turn on **Lasso** and select the pins you want from one area of the map. When you're finished with that selection, turn Lasso off. The lasso itself will clear, but your selected appointments will stay in the list.

Turn Lasso back on to select another group of pins, and those appointments will be added to your existing selection. You can repeat this process as needed, making it much easier to build a larger selection across different areas of the map without choosing each stop individually.



Open stop details without losing your place

Ctrl+click on Windows or Command+click on Mac now opens the record associated with a map pin in a new browser tab.

This works across ServiceMinder maps, letting you open an appointment or other linked record for a closer look while keeping your current map open exactly where you left it.

See What's Happening on Every Map, Faster

Maps have faster load times and consistent tooltip behaviors.

We rebuilt the mapping engine behind every map view to fix slow load times and make hover details reliable everywhere you use them. Hovering over any pin now consistently shows a tooltip, selecting a pin opens its full details, and selecting a cluster of pins zooms in to reveal everything inside it.