

# Client communication and service notifications

Automatically manages client communication throughout the service lifecycle, from booking confirmation to post-service follow-up. Improves customer satisfaction and reduces manual communication overhead while ensuring consistent service updates.

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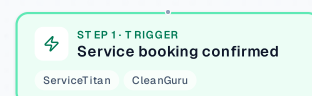


## WORKFLOW TRIGGER

New commercial cleaning service is scheduled in the system

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Service booking confirmed

A new commercial cleaning appointment is scheduled through the booking system. This triggers the automated communication workflow to begin

2

 ACTION

### Send booking confirmation

Automatically sends confirmation email and SMS to client with service details, crew information, and arrival time. Creates communication log entry for tracking.

ServiceTitan

Swept

3

 ACTION

### Send pre-arrival notification

Sends automated notification 30 minutes before crew arrival with team member names and estimated arrival window. Updates client portal with real-time status.

Housecall Pro

CleanGuru

4

 DECISION

### Check service complexity

Evaluates service type and duration to determine if mid-service updates are required. High-value or multi-hour services trigger additional communication touchpoints.

ServiceTitan

5

 ACTION

### Send service completion notice

Automatically notifies client when cleaning is completed with photo documentation and service summary. Includes digital invoice and payment link.

Swept

Kickserv

6

 ACTION

## Schedule follow-up survey

Sends post-service satisfaction survey 24 hours after completion and schedules next recurring appointment if applicable. Captures feedback for quality improvement.

ZenMaid

ServiceTitan

7

 OUTPUT

## Generate communication report

Compiles all client interactions into a comprehensive communication log. Updates client relationship management system with engagement metrics and satisfaction scores.

ServiceTitan

CleanGuru



## Outputs

- Automated booking confirmations and reminders

- Real-time service status updates with photos

## AI Business OS

- Post-service satisfaction surveys and follow-up scheduling



### Key Metrics

- Client response rate to notifications
- Average customer satisfaction score
- Communication touchpoint completion rate



### Tools & Integrations

- ServiceTitan
- CleanGuru
- Swept
- Housecall Pro
- Kickserv
- ZenMaid

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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