

Service appointment scheduling and technician dispatch

This workflow automatically schedules pest control service appointments and dispatches the most suitable technician based on location, expertise, and availability. It optimizes routes and ensures proper preparation for each service call.

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WORKFLOW TRIGGER

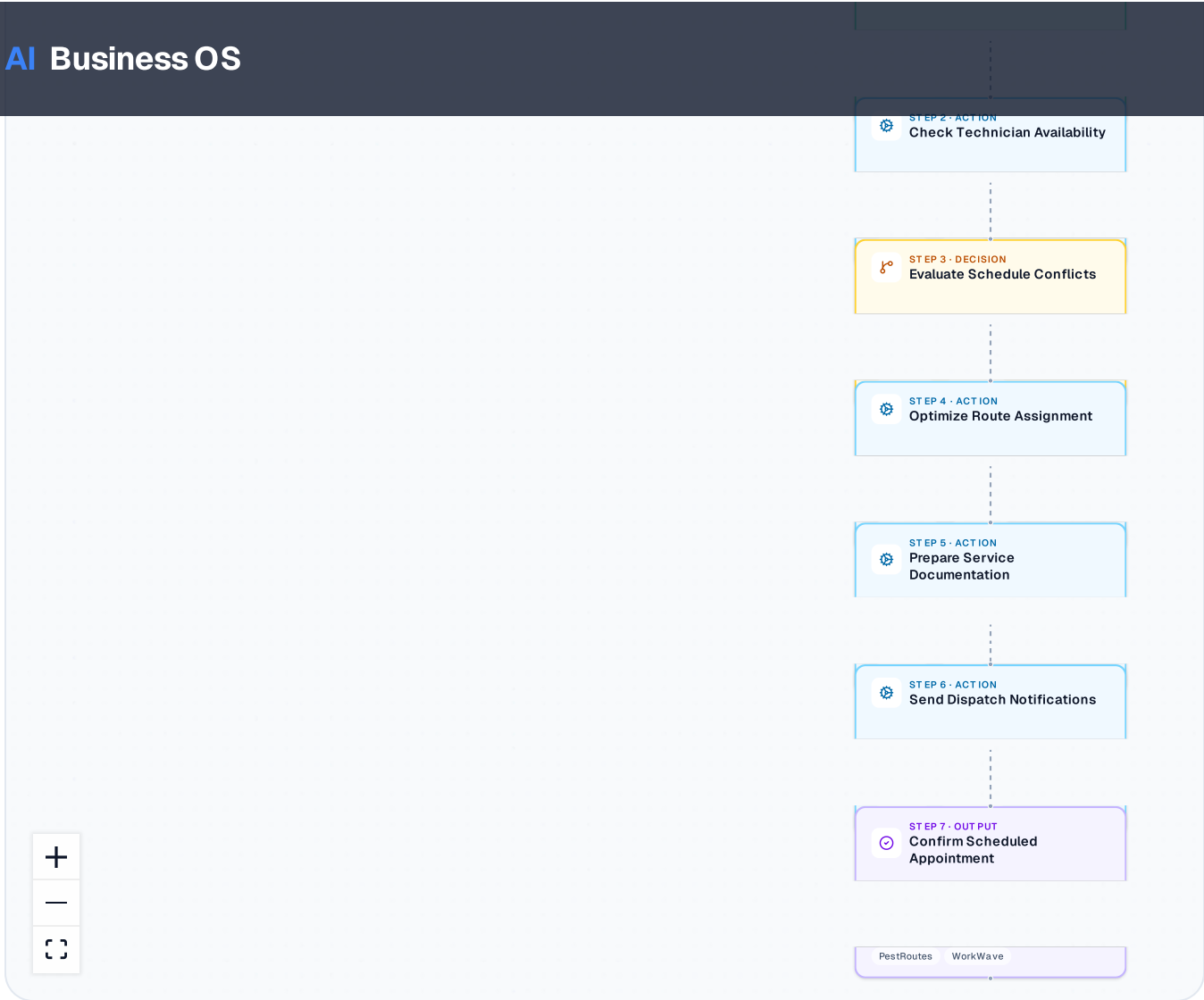


Customer requests service appointment through online booking portal or phone call

Visual Flow

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

STEP 1 - TRIGGER
Receive Service Request



Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Receive Service Request

Customer submits service request with property details, pest type, preferred date/time, and service history. System captures all relevant appointment data and customer preferences.

PestRoutes

FieldRoutes

2

 ACTION

Check Technician Availability

System queries technician schedules and identifies available staff within the requested time window. Considers technician certifications and specializations for specific pest types.

ServSuite

PestPac

3

 DECISION

Evaluate Schedule Conflicts

Determines if requested appointment slot is available with qualified technicians. If conflicts exist, system identifies alternative time slots or different technicians.

WorkWave

PestRoutes

4

 ACTION

Optimize Route Assignment

Assigns appointment to technician with optimal geographic route considering existing appointments. Calculates travel time and ensures efficient daily scheduling.

FieldRoutes

WorkWave

5

Prepare Service Documentation

Generates service work order with property history, previous treatments, and required materials. Loads customer preferences and special instructions into technician mobile app.

Briostack

PestPac

6

 ACTION

Send Dispatch Notifications

Automatically notifies assigned technician with appointment details, route directions, and service requirements. Sends confirmation message to customer with technician details and arrival window.

ServSuite

FieldRoutes

7

 OUTPUT

Confirm Scheduled Appointment

Finalizes appointment in scheduling system and updates all relevant calendars. Creates tracking record for service completion and follow-up requirements.

PestRoutes

WorkWave



Outputs

- Confirmed service appointment with assigned technician
- Optimized technician route for the day
- Customer confirmation with service details
- Work order prepared for field technician



Key Metrics

- Appointment booking conversion rate
- Average scheduling response time
- Technician utilization rate
- Route optimization efficiency



Tools & Integrations

- PestRoutes
- FieldRoutes
- ServSuite
- PestPac
- WorkWave
- Briostack

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