

Client communication and updates

Automates client communication throughout the pet boarding and grooming process, sending real-time updates about service milestones and pet status. This workflow improves customer satisfaction and reduces staff time spent on manual communications.

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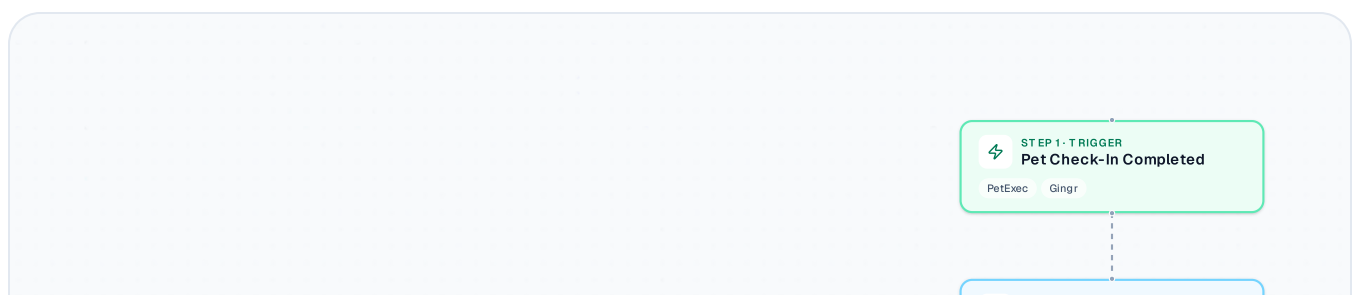


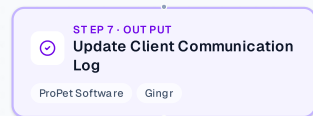
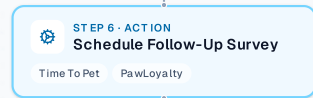
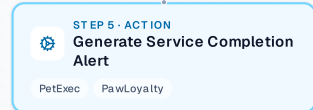
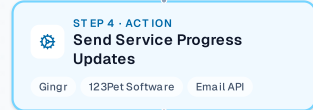
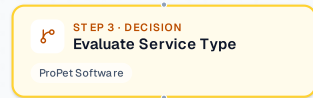
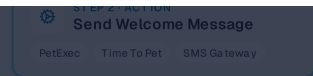
WORKFLOW TRIGGER

Pet check-in is completed in the management system

Visual Flow

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





Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

Pet Check-In Completed

A pet is checked into the facility for boarding or grooming services. The system captures pet details, service type, and owner contact information.

PetExec

Gingr

2

 ACTION

Send Welcome Message

Automatically sends a personalized welcome message to pet owners confirming check-in and estimated service completion time. Includes photos of their pet settling in if boarding services are involved.

PetExec

Time To Pet

SMS Gateway

3

 DECISION

Evaluate Service Type

Determines the communication path based on whether the pet is receiving grooming services, boarding services, or both. Different service types trigger different update schedules.

ProPet Software

4

Send Service Progress Updates

Dispatches milestone updates such as 'grooming started', 'bath completed', or 'playtime photos' based on service type. Updates are sent via the owner's preferred communication channel.

Gingr

123Pet Software

Email API

5

ACTION

Generate Service Completion Alert

Notifies owners when services are complete with pickup instructions and final photos. Includes service summary and any notes from groomers or caregivers.

PetExec

PawLoyalty

6

ACTION

Schedule Follow-Up Survey

Automatically schedules and sends a customer satisfaction survey 24 hours after pickup. Includes prompts for reviews and future appointment booking links.

Time To Pet

PawLoyalty

7

OUTPUT

Update Client Communication Log

Records all communications sent in the client's profile for future reference. Creates communication analytics and identifies opportunities for service improvements.



Outputs

- Automated welcome and milestone messages sent to pet owners
- Service completion notifications with photos and pickup details
- Customer satisfaction survey responses and analytics



Key Metrics

- Customer satisfaction score
- Communication response rate
- Average time between service milestones



Tools & Integrations

- PetExec
- Gingr
- ProPet Software
- 123Pet Software
- Time To Pet

- PawLoyalty

AI Business OS

- Email API

AI Business OS

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