

# Customer communication and project updates

Automates customer communications throughout roofing projects by sending targeted updates based on project milestones and capturing visual progress documentation. Improves customer satisfaction and reduces manual communication overhead.

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## WORKFLOW TRIGGER

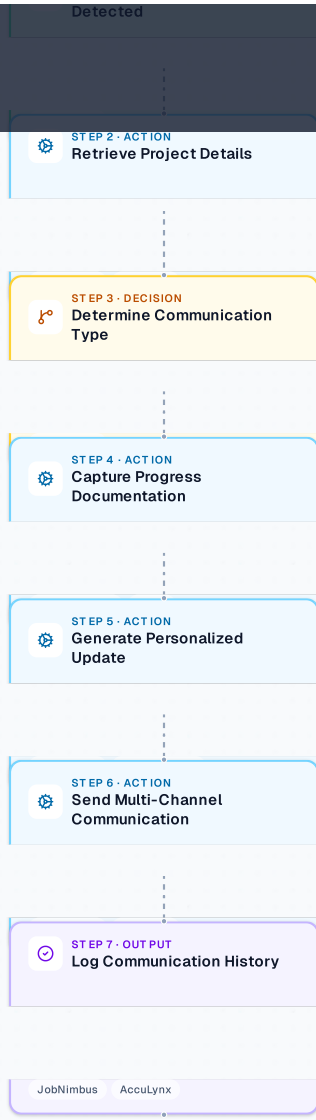


Project status changes in JobNimbus (scheduled, in progress, materials delivered, completion)

## Visual Flow

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

STEP 1 - TRIGGER  
Project Status Update



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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Project Status Update Detected

JobNimbus triggers workflow when project milestone is reached or status changes. System captures current project phase and customer contact information.

JobNimbus

2

 ACTION

## Retrieve Project Details

Pulls complete project information including timeline, materials, crew assignments, and customer preferences. Gathers data needed for personalized communication.

JobNimbus

AccuLynx

3

 DECISION

## Determine Communication Type

Evaluates project status to select appropriate communication template and delivery method. Routes to material delivery updates, progress photos, or completion notifications.

JobNimbus

4

 ACTION

## Capture Progress Documentation

Automatically retrieves latest project photos from field crews and generates before/after comparisons. Creates visual proof of work completion for customer review.

CompanyCam

Hover

5

### Generate Personalized Update

Creates customized message with project photos, timeline updates, and next steps. Includes weather delays, material arrivals, or quality inspections as relevant.

JobNimbus

CompanyCam

6

ACTION

### Send Multi-Channel Communication

Delivers update via customer's preferred method including SMS, email, or in-app notifications. Includes photo galleries and project timeline visualization.

JobNimbus

AccuLynx

7

OUTPUT

### Log Communication History

Records all sent communications in customer file with delivery confirmations and engagement metrics. Updates customer satisfaction tracking and project documentation.

JobNimbus

AccuLynx



## Outputs

- Automated project status notifications
- Photo-documented progress updates
- Complete communication audit trail



## Key Metrics

- Customer response time to updates
- Communication delivery success rate
- Project milestone completion accuracy



## Tools & Integrations

- JobNimbus
- AccuLynx
- CompanyCam
- Hover

## AI Business OS

## AI Business OS

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

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