

# Communication Protocols for Customer Events

**IMPORTANT** - Always set customer expectations on 1st Attempt:

- If call is received in AM, they should receive a return call by the end of the day
- If call is received in PM, they should receive a return call by no later than tomorrow morning.

## Service Call

*[Service is needed on the property]*

- 1st Attempt:
  - Email **Tech/RS + Department Manager + Department Mailbox**; Change subject to "Service Call"
- 2nd Attempt:
  - CONSULT **Tech/RS** over the phone & transfer call if available
  - If unavailable, email **Tech/RS + Department Manager + Department Mailbox**; Change subject to "2ND ATTEMPT"
- 3rd Attempt:
  - CONSULT **Department Manager** over the phone & transfer the call if available
  - If unavailable, CONSULT **District Manager** over the phone & transfer call if available
  - If unavailable, reassign WO to the Department Manager route
  - Email **Department Manager + District Manager + Department Mailbox**; Change subject to "3RD ATTEMPT"

## Customer Inquiry

*[Customer needs to speak with someone.]*

- 1st Attempt:
  - Email **intended employee + Department Manager + Department Mailbox**; Change subject to "Return Call Needed"
- 2nd Attempt:
  - CONSULT the **intended employee** over the phone & transfer the call if available
  - If unavailable, email **employee + Department Manager + Department Mailbox**; Change subject to "2ND ATTEMPT"
- 3rd Attempt:
  - CONSULT **Dept. Manager** over the phone & transfer the call if available
  - If unavailable, CONSULT **District Manager** over the phone & transfer call if available
  - Reassign WO to the Department Manager Route
  - Email **Department Manager + District Manager + Department Mailbox**; Change subject to "3RD ATTEMPT"

## URGENT Service Calls & Customer Inquiries

URGENT events require scheduling within 4 HOURS of being reported and are defined by the following criteria:

- **All Service Calls for Sensitive Customers:** All Medical Facilities, Schools, Day Cares, Assisted Living/Nursing Homes, and all Audited Facilities
- **All Service Calls involving a Damaging Pest Issue:** Interior Fire Ants, Interior Stinging Insects, Interior Rodents, All Termite Swarms, or new Termite Damage

**NOTE:** All Customer Inquiries requesting pesticide information or reporting new termite damage should be sent directly to the Department Manager. Escalate to District Manager when necessary.

- 1st Attempt:
  - Email **Tech/RS + Department Manager + Department Mailbox**; Change subject to "URGENT SERVICE CALL"
- 2nd Attempt:
  - CONSULT **Department Manager** over the phone & transfer the call if available
  - If unavailable, CONSULT **District Manager** over the phone & transfer call if available
  - If unavailable, reassign WO to the Department Manager route
  - Email **Department Manager + District Manager + Department Mailbox**; Change subject to "2ND ATTEMPT - URGENT SERVICE CALL"

## Alternate Process for Customer Support Queue Calls

1. All Customer Event emails will be sent to the OFFICE@cooksppest.com mailbox instead of tech/RS
2. Districts should forward All Service Call emails to tech/RS responsible for scheduling the route's WOs
3. Districts should forward All Customer Inquiry emails to the intended employee in the WO instructions