Guide to Customer Communications

ServiceTitan Best Practices

Using Customer Communications features in ServiceTitan, you can:

➢ Send automatic booking confirmations by text or email.
➢ Send automatic appointment reminders by text or email.
➢ Send automatic dispatch notifications by text or email.
➢ Send out automatic customer satisfaction surveys by text or email.

If your technicians are using ServiceTitan Mobile and are on a native GPS device, you can enable real-time technician tracking.

Reasons to use customer notifications

★ Seamlessly communicate with your customers, while providing a modern-day customer service experience.

★ Reduce missed appointments and cancellations. You can automatically send appointment reminders, and let the customer know when a technician is on the way.

★ Keep technicians accountable by allowing customers to track the technician's route to the job site.

★ Customers will recognize the technology. Customers will be able to track the arrival of their technician in real-time, similar to today's popular ride-sharing and food delivery apps.

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Customer Notifications: How it works

Send **booking confirmations by text**

To enable, go to Settings > Customer Notifications > Booking
Confirmation > Text > *Enable Booking Confirmation Text Notifications*
should be toggled ON.

On

Your appointment with Good Company, Inc has been scheduled for Thursday April 20 2017 between 1:00 PM & 4:00 PM at 10187 W Olympic Blvd, Los Angeles, CA 90067 USA. To make any changes, call (123) 456-7890

When booking notifications are on, the customer will automatically receive a confirmation as soon as an appointment is scheduled in ServiceTitan.

Note: The booking confirmation is only sent once. If you reschedule the job, the customer will not receive another booking confirmation (this is to prevent the customer from receiving too many emails, as you finalize your dispatch schedule).

Send **booking confirmations by email**

To enable, go to Settings > Customer Notifications > Booking
Confirmation > Email > *Enable Booking Confirmation Email Notifications*
should be toggled ON.

On

Thank You for Choosing

Good Company, Inc

Hi Tracy Wilson,

You have made an appointment with **Good Company, Inc** for the property at 10187 W Olympic Blvd, Los Angeles, CA 90067 USA.

Appointment Details	
Date	**Thursday April 20 2017**
Time	**1:00 PM - 4:00 PM**
Office	**(123) 456-7890**

Send **appointment reminders by text**

To enable, go to Settings > Customer Notifications > Appointment Reminders > Text > *Enable Appointment Reminders Text Notifications* should be toggled ON.

🟢 On

Reminder from Good Company, Inc: A technician will be arriving tomorrow between 1:00 PM and 4:00 PM. Please call us at (123) 456-7890 if you have any questions.

When appointment reminders are on, the customer will automatically receive a reminder 24 hours before their scheduled appointment.

If you'd like, you can set a specified time for reminders to be sent out.

Send **appointment reminders by email**

To enable, go to Settings > Customer Notifications > Appointment Reminders > Email > *Enable Appointment Reminders Email Notifications* should be toggled ON.

🟢 On

From: Good Company, Inc <info@good.com>

Subject: Reminder: Your appointment with Good Company, Inc is tomorrow!

Hi,

A technician will be arriving tomorrow between 1:00 PM and 4:00 PM. If you have any questions regarding this appointment or need to make any changes, please contact us at (123) 456-7890.

Regards,

Good Company, Inc

Send **dispatch notifications by text**

To enable, go to Settings > Customer Notifications > Technician Dispatched > Text > *Enable dispatch text notifications* should be toggled ON.   On

Hi, your technician Charles Brown (Rating 4.7/5) from Good Company, Inc is on the way to 10187 W Olympic Blvd, Los Angeles, CA 90067 USA. Short biography of Charles Call our office for any questions: (123) 456-7890.

When dispatch notifications are on, the customer will automatically receive a message letting them know a technician is on the way.

Note:
➢ *Customers will see the technician's rating only if the technician has 4 stars or above.*
➢ *As a general rule, the customer will only receive one dispatch notification per day. If a technician is currently working at the job site, the customer won't receive another dispatch notification if a second tech is dispatched. Read the FAQs for details.*

Send **dispatch notifications by email**

To enable, go to Settings > Customer Notifications > Technician Dispatched > Email > *Enable dispatch email notifications* should be toggled ON.   On

From: Good Company, Inc <info@good.com>

Subject: A technician from Good Company, Inc is on the way!

Hi,

We wanted to let you know that Charles Brown is on the way to 10187 W Olympic Blvd, Los Angeles, CA 90067 USA.

★★★★⯨ **15 Ratings**

Short biography of Charles

You may contact the office at (123) 456-7890 if you have any questions.

Thank you.

Good Company, Inc

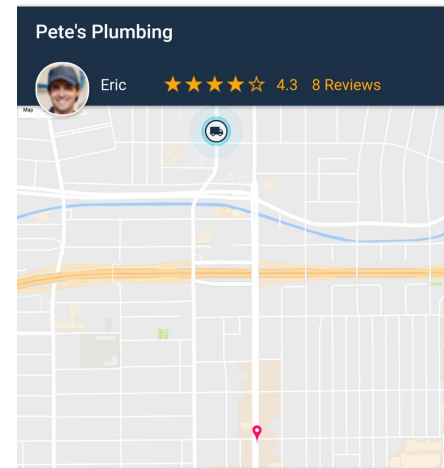# Allow customers to **track the arrival of technicians in real-time**

To enable, go to Settings > Customer Notifications > Technician Dispatched > Arrival Tracking > *Enable arrival tracking for text and email* should be toggled ON.

🟢 On

Hi, your technician Eric (Rating 4.3/5) from Pete's Plumbing is on the way to 266 North Brand Boulevard, Glendale, CA 91203 USA. Eric is amazing. He has been working with us for 30 years. He's a family man. In his spare time, he likes to spend time at a dog shelter. Track now: http://bit.ly/2jRhPCW Call our office for any questions: (626) 840-0552.

A Track now link will be provided in dispatch notification texts and emails.

Note: The Track now link can be opened on any of the customer's devices (phone, tablet, desktop computer, etc).

Pete's Plumbing

Eric ★★★★☆ 4.3 8 Reviews

📍 266 North Brand Boulevard Glendale, CA 91203 USA

📐 Est distance: **1.4 mi**

🕐 Est arrival time: **7 mins**

📞 Office phone: **7576031059**

powered by ServiceTitan

Pete's Plumbing <noreply@servicetitan.com>   11:31 AM (1 minute ago)
to amathur

Hi,

We wanted to let you know that Eric is on the way to 266 North Brand Boulevard, Glendale, CA 91203 USA.

★★★★☆ 8 Ratings

Eric is amazing. He has been working with us for 30 years. He's a family man. In his spare time, he likes to spend time at a dog shelter.

Track now: http://bit.ly/2jRhPCW

You may contact the office at (626) 840-0552 if you have any questions.

Thank you.

Pete's Plumbing

When the customer opens the Track now link, the customer will see the technician's route in real-time.

Send **customer surveys by text** (the customer will be able to **text back their survey response**)

To enable, go to Settings > Customer Notifications > Job Completion Surveys > Text > *Enable job completion survey emails* should be toggled ON.   🟢 On

> How would you rate your experience with Charles Brown from Good Company, Inc? Text back a number from 1-5 (1=Poor, 5=Excellent)

Customers will be able to text back their rating.

Send **customer surveys by email**

To enable, go to Settings > Customer Notifications > Job Completion Surveys > Email > *Enable job completion survey emails* should be toggled ON.   🟢 On

Happy Face Plumbing Co.

How would you rate your experience with Charles Brown?

★ ★ ★ ★ ★

Charles Brown
10187 W Olympic Blvd, Los Angeles, CA 90067
on June 15th

Set a customer's **preferred delivery methods**

You may turn notifications on (or off) for any of the customer's phone numbers and/or email addresses. Navigate to the customer or location record, and click the **Bell icon** next to the email or phone number. *CSRs should confirm and update the customer's delivery preferences every time they book a job.*
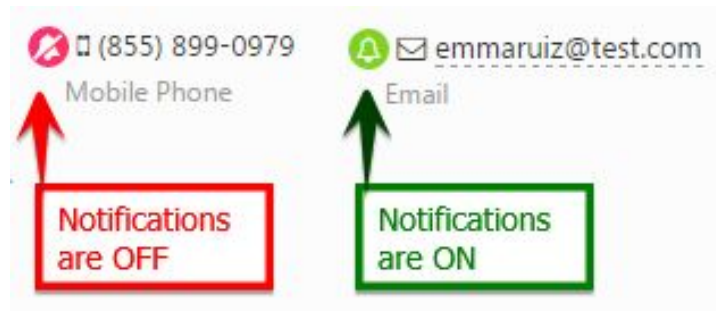

Control **notifications for each job**

At any time, you may turn job notifications off if you do not want the customer to receive automatic messages about that particular job. Navigate to the job screen, and click the **Job Notifications** button (located above the blue **Job Actions** button).

Customize email / text messages for notifications and preview your custom message

This feature is especially useful if you want to customize notifications for your business flow. For example, some companies like to tell the customer to email back "confirmed" or to text back "confirmed" (if the customer texts back, you will see this message on the **Dispatch Board**). When you customize notifications, you will see a preview of the message.
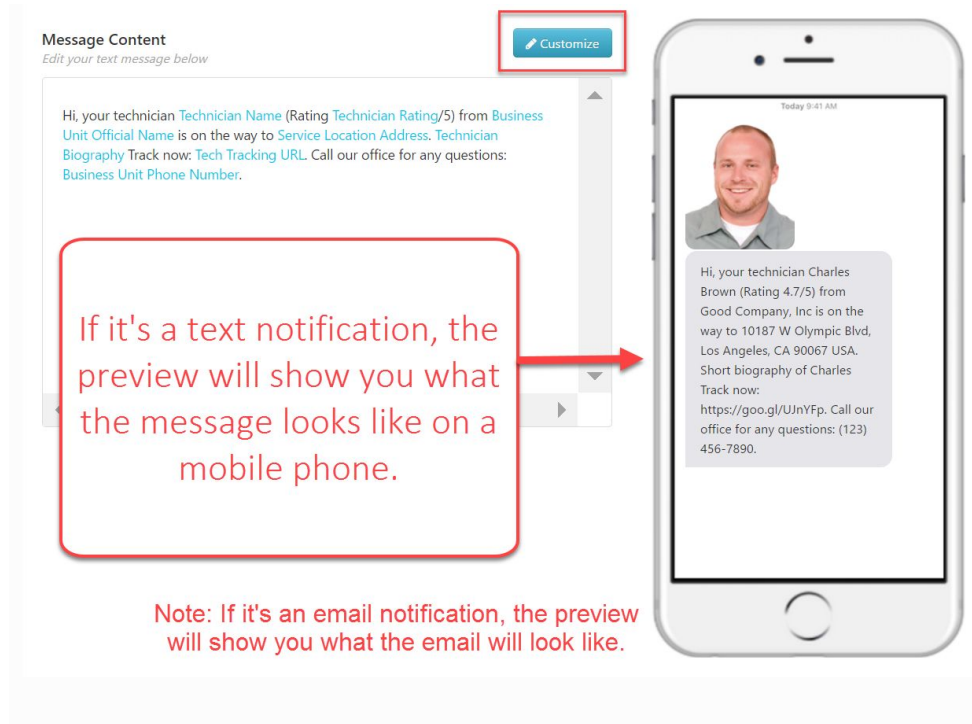
Default settings

- By default, **configured notifications will be ON for all mobile numbers, phone numbers, and email addresses**, unless you update the customer's delivery preferences.

- By default, **notifications will be turned ON for all jobs**.

Basic Troubleshooting & Important Things to Note:

- Once you turn on customer notifications, *CSRs should start confirming and updating the customer's delivery preferences every time they book a job.* You may want to inform your CSRs of this new step in the job booking process.

- Please note that customer notifications are *not* integrated with ReviewBuzz.

Setup Checklist: What to do before you enable customer notifications

❏ Set up outbound (default) phone numbers for text notifications (SMS and MMS)

➤ These will be used as the outbound phone numbers for text notifications. You'll set up a *toll-free number* for outbound SMS, and you'll set up a *local number* for outbound MMS.

➤ **Allow customers to text you back:** When you set up outbound numbers, you can allow customers to respond to their text notifications (messages will appear on the **Dispatch Board**).

➤ **Call forwarding:** Sometimes, instead of manually dialing the phone number they see in the text message, customers might try to call back the number the text is sent from. You can set up outbound numbers so return calls will be forwarded.

Setting up the outbound phone number for text notifications

Go to Settings > Customer Notifications > Click into the notification.Click **Edit Phone Number** if you need to set up your default SMS or MMS number. You'll see a red warning sign reminding you that you need to do this.

❗ Setup Default SMS Number
Edit phone number

❏ Enable native GPS for real-time technician tracking (if desired)

> **Turning on real-time technician tracking**
>
> Please Note: Technician tracking in real-time works *only* if the technician is using a ServiceTitan Mobile app (1.0 or 2.0) *and* is assigned to a native GPS device (iPad, iPhone, Android tablet, or any device with native GPS).

➢ If you would like to enable technician tracking, you will need to turn on native GPS for each technician device (Settings > Gps).

❏ Make sure your business units are set up properly for customer notifications

➢ Make sure a phone number is entered for every business unit (Settings > Business Units > Phone).
➢ Make sure an *Official Name* is entered for every business unit (Settings > Business Units > Official Name).

The business unit phone number and business unit *Official Name* will be used in your notification messages, so make sure this information is something you' want customers to see.

Once this setup is complete: You can start enabling customer notifications!

How to set up outbound (default) numbers for text notifications (SMS and MMS)

These are the phone numbers that all of your notification text messages will be sent from. Note: You'll be able to set up these numbers so the customer can call or text you back.

How to set the outbound number for appointment reminders and booking confirmations (SMS)

It is recommended that you set up a new phone number in ServiceTitan to use as the outbound number for appointment reminder (SMS) messages. Note: The outbound number for appointment reminders *must* be a **Toll-free number**.

1. Go to Settings > Customer Notifications. Click into *Booking Confirmation* <u>or</u> *Appointment Reminders*. You will see a red warning sign telling you that you have not yet set up your *Default SMS Number*.

2. Click **Edit phone number** right below *Setup Default SMS Number*. This takes you to Settings > Phone.

3. On the *Phone Numbers* screen, click **Get a new number**.

4. In the *Type* field, select **Toll-free number**.

5. If desired, enter a number sequence in *Contains* (ServiceTitan will search for a number that contains this sequence).

6. Click **Search**. A list of phone numbers will appear.

7. Select the number you would like to use, then click **Get this number**.

8. The *Edit settings* screen appears.
    a. *Forward calls to* - Enter a forwarding phone number. Or, check *Use default call forwarding number* to use your default number. If the customer tries calling the number back, the call will be forwarded to this number.
    b. *Campaign* - If desired, select a campaign for this number. All incoming calls will be logged under this campaign.
    c. *Allow incoming sms* - Check this box to allow the customer to text this number back. Incoming text messages will appear in your message list on the **Dispatch Board**.

Tiffany said:
Confirmed

     d. *Default for sms* - Make sure this box is checked. This will set the number as the outbound number for appointment reminder SMS.

9. When you are done, click **Save**.

10. The new SMS number will appear in your phone numbers list.
     a. In the *Incoming Sms* column, you will see "Yes" (this means that customers will be able to text the number back).

**You will now be able to turn on appointment reminders or booking confirmations.**

Once you have saved your default SMS number, you should return to Settings > Customer Notifications. You will see that your default SMS number is now enabled (the checkbox will be green).

This means you will be able to turn on appointment reminders or booking confirmations.

How to set the outbound number for dispatch notifications (MMS)

It is recommended that you set up a new phone number in ServiceTitan to use as the outbound number for Dispatch (MMS) messages. Note: The outbound number for dispatch notifications *must* be a **local number**.

1. Go to Settings > Customer Notifications. Click into *Technician Dispatched*. You will see a red warning sign telling you that you have not yet set up your *Default MMS Number*.
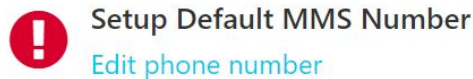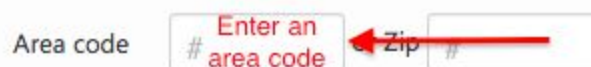

2. Click **Edit phone number** right below *Setup Default MMS Number*. This takes you to Settings > Phone.

3. On the *Phone Numbers* screen, click **Get a new number**.

4. In the *Type* field, select **Local number**.

5. Enter the desired **Area code** for the outbound number. Note: You will not be able to search for a new number unless you enter an area code.
    a. ServiceTitan does allow you to search for a new number by zip code. However, please search by area code first, *not* zip code (due to phone carrier restrictions, entering a zip code will sometimes yield no results).

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6. If desired, enter a number sequence in *Contains* (ServiceTitan will search for a number that contains this sequence).

7. Check the box next to *outbound MMS enabled*

8. Click **Search**. A list of phone numbers will appear.

9. Select the number you would like to use, then click **Get this number**.

11. The *Edit settings* screen appears.
    a. *Forward calls to* - Enter a forwarding phone number. Or, check *Use default call forwarding number* to use your default number. If the customer tries calling the number back, the call will be forwarded to this number.
    b. *Campaign* - If desired, select a campaign for this number. All incoming calls will be logged under this campaign.
    c. *Allow incoming sms* - Check this box to allow the customer to text this number back. Incoming text messages will appear in your message list on the **Dispatch Board**.

Tiffany said:
Confirmed

    d. *Default for mms* - Make sure this box is checked. This will set the number as the outbound number for dispatch MMS.

12. When you are done, click **Save**.

13. The new MMS number will appear in your phone numbers list.
    a. In the *Incoming Sms* column, you will see "Yes" (this means that customers will be able to text the number back).

Phone Number	Toll-free	Default for	Incoming Sms
(855) 651-5473	Yes	SMS	Yes
(602) 428-9026	No	MMS	Yes

You will now be able to turn on dispatch notifications.

Once you have saved your default MMS number, you should return to Settings > Customer Notifications. You will see that your default MMS number is now enabled (the checkbox will be green).

This means you will be able to turn on dispatch notifications.

# How to enable native GPS for real-time technician tracking

If you would like to enable technician tracking, you will need to enable native GPS for <u>each</u> technician device. Native GPS is the GPS reading from the mobile device itself.

Note:

➢ Technician tracking in real-time *only* works if the technician is using a ServiceTitan Mobile app (1.0 or 2.0) *and* is assigned to a native GPS device (iPad, iPhone, Android tablet, or any device with native GPS).

➢ If your technicians are using a *non-native GPS device* (i.e. TomTom or Fleetmatics), those technicians *cannot* be tracked through real-time technician tracking. However, you can still send out dispatch notifications for those technicians (the customer will receive a dispatch notification with no *Track now* link).

Follow this process for each technician native GPS device:

1. Go to Settings > Gps.

2. Click **Add Provider**.
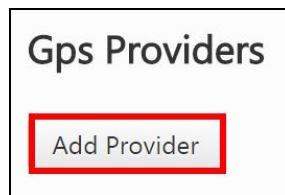
3. Click the *Name* dropdown and select **Native**.

4. Click the **Devices** tab.

5. Click **Add Device**.

6. Select the technician name from the **Select a technician** dropdown.

7. When you are done, click **Save**. This will take you back to the GPS Providers list (Settings > Gps).

8. To add another technician device, make sure you are on the *Gps Providers* settings screen (Settings > Gps). Click the **Edit Pencil** on **Native** Gps. Then, repeat steps 4-6 above.
   a. Note: You may add only <u>one</u> native Gps device per technician (you cannot add multiple Gps devices to a single technician).

Make sure your business units are set up properly for customer notifications

Business Unit Phone Numbers

If you do not have phone numbers entered for all of your business units, you will not be able to enable customer notifications. Go to Settings > Business Units > Phone to enter the main phone number for each of your business units.

Unless you have different advertised numbers for different business units, it is recommended that you use the main company phone number (entered in Settings > Company Profile) for your business units.

Official Name of your business units

For the purpose of customer notifications, you will want to update the *Official Name* of the business unit (go to Settings > Business Units > Official Name). The *Official Name* of the business unit in ServiceTitan should be the name you want customers to see.

For example, instead of "Electrical" (the name used internally), you should enter "Good Company Electrical, Inc." as the *Official Name* of the business unit.
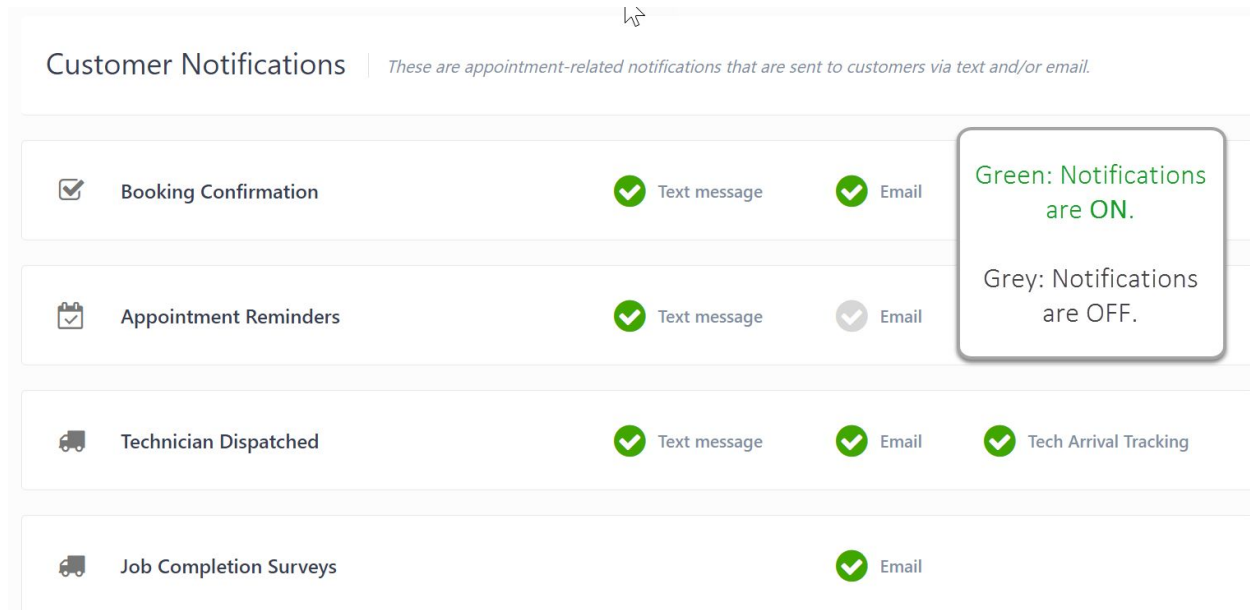

Important Note:
➔ If there is no *Official Name* entered for the business unit, the business unit *Name* will be used for notifications.

Step-by-Step: How to enable customer notifications

To enable Customer Notifications, go to Settings > Customer Notifications.   You will see four sections: *Booking Confirmation, Appointment Reminders, Technician Dispatched,* and *Job Completion Surveys.* On this screen, you can see which notifications have been turned enabled.

- A green checkmark means notifications are ON.
- A grey checkmark means notifications are OFF.

How to enable booking confirmation **texts** & customize the **text** message

1. Go to Settings > Customer Notifications. Click **Booking Confirmations**.

2. To enable booking confirmations by text, click **Text** from the notifications menu.

Text ✓   Email ✓

➔ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. In order to enable text notifications, your default SMS number must be set up. If your default SMS number is properly configured, you will see a green checkmark.
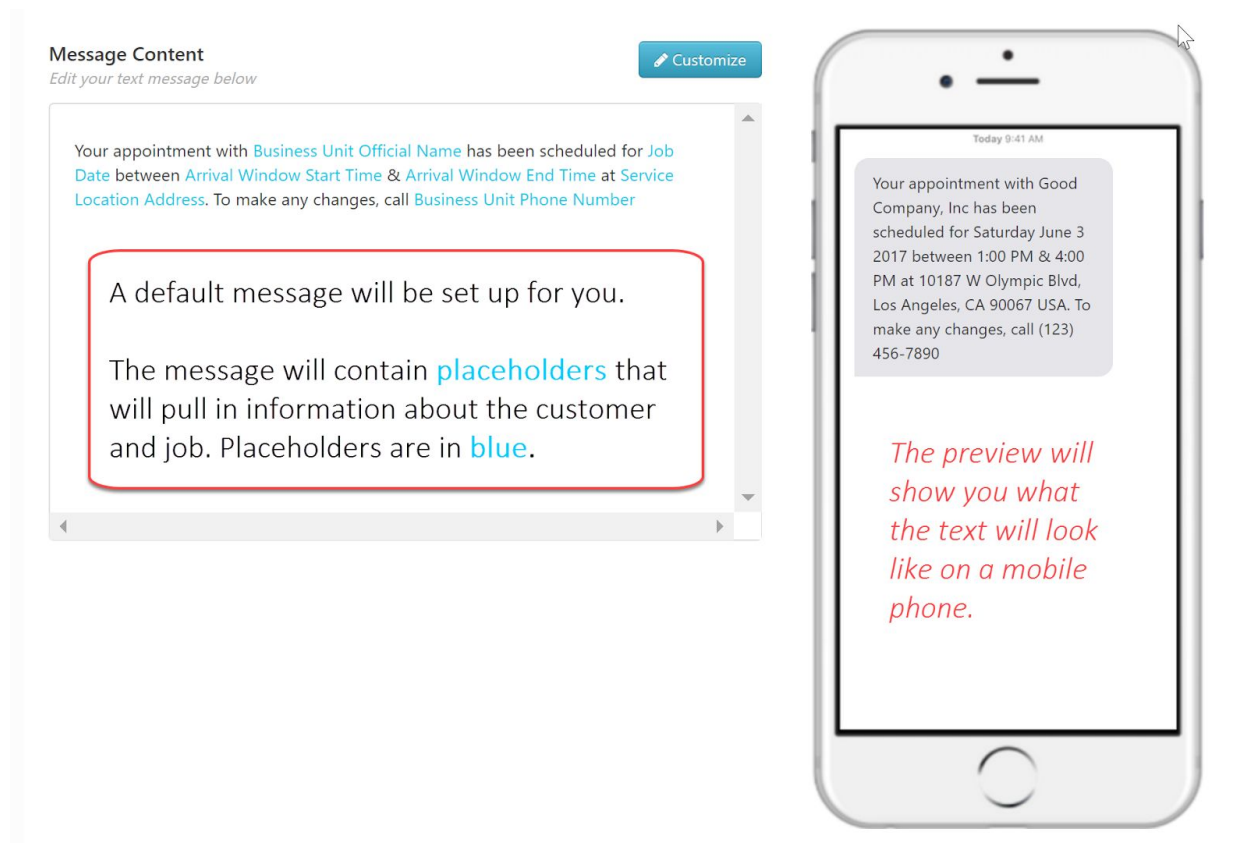
Setup Default SMS Number
Edit phone number

- If you haven't setup your default SMS Number yet, you will see a red warning sign reminding you to do this. Clicking **Edit phone number** will take you to Settings > Phone where you can set up your default number.

Setup Default SMS Number
Edit phone number

4. Before you enable booking confirmations, make sure you are happy with the notification message. A default message has been set up for you.

5. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 8 below*.

6. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.

- *Most common reason to customize the notification message:* Many companies like to tell the customer to email back "confirmed" to text back "confirmed" (if the customer texts back, you will see this message on the **Dispatch Board**).

7. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you compose the message, you can click **Preview Edits** if you would like to see what the message will look like.

8. Now that you are happy with the notification message, you are ready to look at your arrival window settings. By default, customers will be provided with an arrival window every time they receive a booking confirmation. Click **Settings** if you would like to change your arrival window. You have the following options:

- **Business Hours [default setting]** - The customer's arrival window will be determined by time slots set up in your *Business Hours Table* (Settings > Business Hours).
- **Job start time + Job type duration** - When you select this option, the customer's arrival window will begin exactly at the job start time.
- **Don't provide the customer with any arrival window -** To do this, you'll need to customize the notification message, and remove the arrival window start and end times (see instructions above). Once the arrival window times are deleted from the message, you won't need to worry about this setting.

Note:
➔ Your arrival window setting will apply to *both* text and email notifications.
➔ You cannot have a different arrival window setting for booking confirmations and appointment reminders.

Arrival Window

This setting will apply to both SMS and Email messages.

○ Job Start time + Job Type Duration

● Business Hours

Click Here to edit business hours.

9. When you are ready, use the ON/OFF toggle to turn ON booking confirmations (the toggle will turn green).

On

How to enable booking confirmation **emails** & customize the **email** message

1. Go to Settings > Customer Notifications. Click **Booking Confirmations**.

2. To enable booking confirmations by email, click **Email**.

→ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. Before you enable booking confirmations, make sure you are happy with the notification message. A default message has been set up for you.

4. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 8 below*.

Message Content
Edit your email message below

[✎ Customize]

From

[Business Unit Email Address]

Sender Name

[Business Unit Official Name]

Subject

[Appointment Confirmation with Business Unit Official Name]

Body

A default message will be set up for you.

The message will contain placeholders that will pull in information about the customer and job. Placeholders are in blue.

Name for the property at Service Location Address.

Appointment Details

Date	Job Date
Time	Arrival Window Start Time - Arrival Window End Time
Office	Business Unit Phone Number

Message preview

From: Good Company, Inc <info@good.com>

Subject: Appointment Confirmation with Good Company, Inc

Good Company, Inc   *The preview will show you what the email will look like.*

Thank You for Choosing

Good Company, Inc

Hi Tracy Wilson,

You have made an appointment with **Good Company, Inc** for the property at 10187 W Olympic Blvd, Los Angeles, CA 90067 USA.

Appointment Details

Date	**Saturday June 3 2017**
Time	**1:00 PM - 4:00 PM**
Office	**(123) 456-7890**

THIS MESSAGE WAS SENT BY SERVICETITAN
801 N. Brand Blvd. 7th Floor
Glendale, CA 91203

5. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.

[✎ Customize]

- *Most common reason to customize the notification message:* Many companies like to tell the customer to email back "confirmed" to text back "confirmed" (if the customer texts back, you will see this message on the **Dispatch Board**).

6. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you

compose the message, you can click **Preview Edits** if you would like to see what the message will look like on a mobile phone.

7. Now that you are happy with the notification message, you are ready to look at your arrival window settings. By default, customers will be provided with an arrival window every time they receive a booking confirmation. Click **Settings** if you would like to change your arrival window. You have the following options:

- **Business Hours [default setting]** - The customer's arrival window will be determined by time slots set up in your *Business Hours Table* (Settings > Business Hours).

- **Job start time + Job type duration** - When you select this option, the customer's arrival window will begin exactly at the job start time.
- **Don't provide the customer with any arrival window -** To do this, you'll need to customize the notification message, and remove the arrival window start and end times (see instructions above). Once the arrival window times are deleted from the message, you won't need to worry about this setting.

Note:

➔ Your arrival window setting will apply to *both* text and email notifications.
➔ You cannot have a different arrival window setting for booking confirmations and appointment reminders.

8. When you are ready, use the ON/OFF toggle to turn ON booking confirmations (the toggle will turn green).

🟢 On

How to enable **appointment reminder** texts & customize the text message

1. Go to Settings > Customer Notifications. Click **Reminder Notifications**.

2. To enable appointment reminders by text, click **Text** from the notifications menu.

→ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. In order to enable text notifications, your default SMS number must be set up. If your default SMS number is properly configured, you will see a green checkmark.

- If you haven't setup your default SMS Number yet, you will see a red warning sign reminding you to do this. Clicking **Edit phone number** will take you to Settings > Phone where you can set up your default number.

4. Before you enable appointment reminders, make sure you are happy with the notification message. A default message has been set up for you.

5. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 8 below*.

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➔ You cannot have a different arrival window setting for booking confirmations and appointment reminders.

Arrival Window

This setting will apply to both SMS and Email messages.

○ Job Start time + Job Type Duration

● Business Hours

Click Here to edit business hours.

10. When you are ready, use the ON/OFF toggle to turn ON appointment reminders (the toggle will turn green).

🟢 On

How to enable appointment reminder **emails** & customize the **email** message

1. Go to Settings > Customer Notifications. Click **Reminder Notifications**.

2. To enable appointment reminders by email, click **Email**.

→ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. Before you enable appointment reminders, make sure you are happy with the notification message. A default message has been set up for you.

4. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 7 below*.
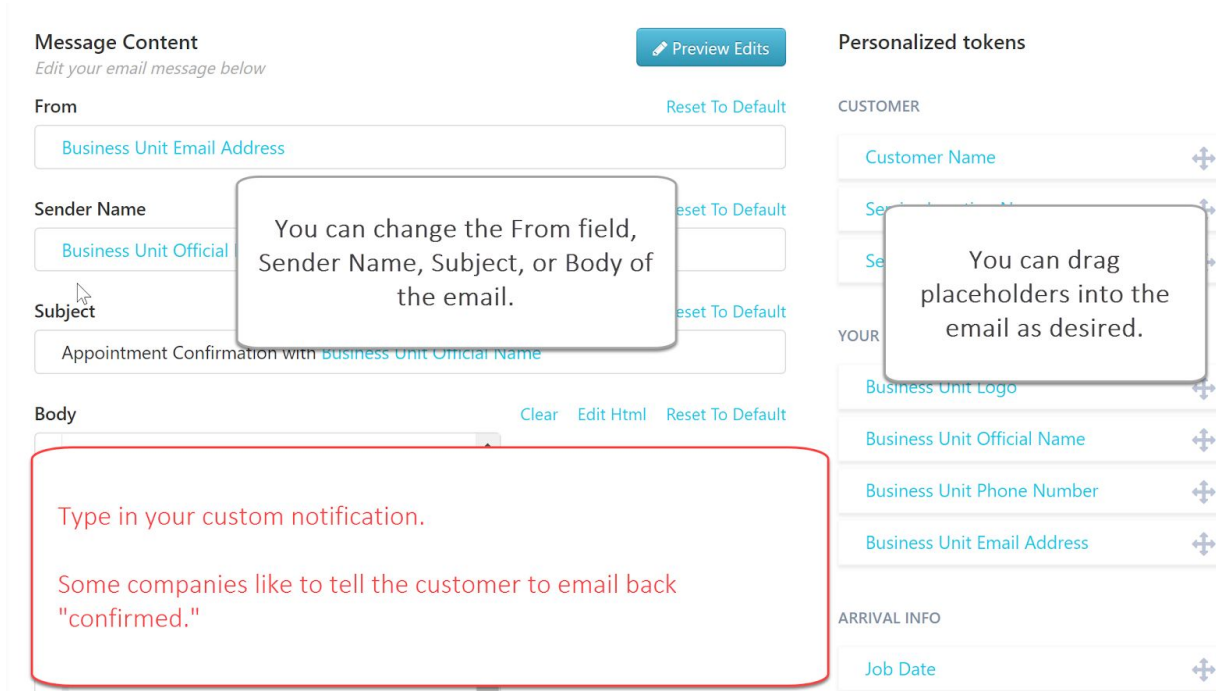
5. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.
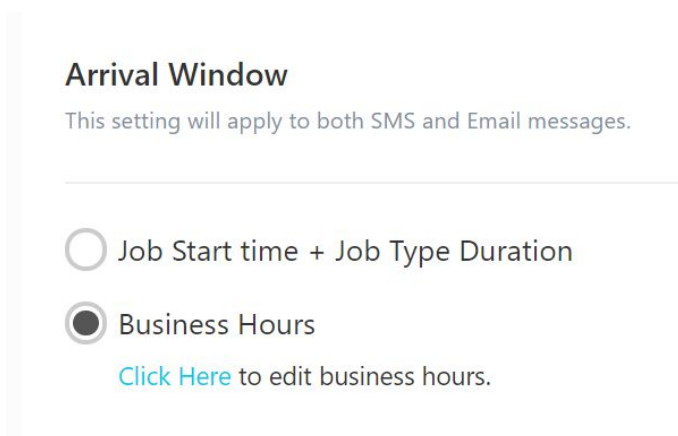

- *Most common reason to customize the notification message:* Many companies like to tell the customer to email back "confirmed" to text back "confirmed" (if the customer texts back, you will see this message on the **Dispatch Board**).

6. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you compose

the message, you can click **Preview Edits** if you would like to see what the message will look like on a mobile phone.

7. Now that you are happy with the notification message, you are ready to look at your arrival window settings. By default, customers will be provided with an arrival window every time they receive a booking confirmation. Click **Settings** if you would like to change your arrival window. You have the following options:

- **Business Hours [default setting]** - The customer's arrival window will be determined by time slots set up in your *Business Hours Table* (Settings > Business Hours).

- **Job start time + Job type duration** - When you select this option, the customer's arrival window will begin exactly at the job start time.
- **Don't provide the customer with any arrival window -** To do this, you'll need to customize the notification message, and remove the arrival window start and end times (see instructions above). Once the arrival window times are deleted from the message, you won't need to worry about this setting.

Note:
➔ Your arrival window setting will apply to *both* text and email notifications.
➔ You cannot have a different arrival window setting for booking confirmations and appointment reminders.

9. When you are ready, use the ON/OFF toggle to turn ON appointment reminders (the toggle will turn green).

On

How to enable **dispatch notification** texts & customize the text message

1. Go to Settings > Customer Notifications. Click **Dispatch Notifications**.

2. To enable dispatch notifications by text, click **Text** from the notifications menu.

→ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. In order to enable text notifications, your default SMS number must be set up. If your default SMS number is properly configured, you will see a green checkmark.

- If you haven't setup your default SMS Number yet, you will see a red warning sign reminding you to do this. Clicking **Edit phone number** will take you to Settings > Phone where you can set up your default number.

4. Before you enable appointment reminders, make sure you are happy with the notification message. A default message has been set up for you.

5. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 8 below*.

6. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.

- *Most common reason to customize the notification message:* Many companies like to tell the customer to email back "confirmed" to text back "confirmed" (if the customer texts back, you will see this message on the **Dispatch Board**).

7. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you compose the message, you can click **Preview Edits** if you would like to see what the message will look like.

8. [optional] If desired, you can turn on real-time technician tracking by clicking the **Arrival Tracking** tab.

9. [optional] If desired, you can limit the number of dispatch notifications by clicking the **Settings** tab. Thee are your settings options:

- **Send dispatch notification for every tech dispatch** - A dispatch notification will be sent every time a tech is dispatched to the job location. This means that if there are multiple technicians working at a job site, the customer will receive a notification for each and every technician dispatched. If you often have multiple technicians working at a job site, you may **not** want this option, since it will result in too many notifications sent to the customer.

- **Limit dispatch notifications when techs are dispatched** - If there are multiple technicians dispatched to a job location, the customer will only receive one notification for the first technician dispatched. This means that in most cases, the customer will only get one dispatch notification per day. Note: If the technicians working at the job site clock out or are done working for the day, and then you dispatch another technician to the job site later that day, the customer will receive another dispatch notification in this case.

10. When you are ready, use the ON/OFF toggle to turn ON dispatch notifications (the toggle will turn green).

On

How to enable dispatch notification **emails** & customize the **email** message

1. Go to Settings > Customer Notifications. Click **Dispatch Notifications**.

2. To enable appointment reminders by email, click **Email**.

➔ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. Before you enable dispatch notifications, make sure you are happy with the notification message. A default message has been set up for you.

4. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 7 below*.

5. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.

6. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you compose the message, you can click **Preview Edits** if you would like to see what the message will look like on a mobile phone.

7. [optional] If desired, you can turn on real-time technician tracking by clicking the **Arrival Tracking** tab.

8. [optional] If desired, you can limit the number of dispatch notifications by clicking the **Settings** tab. Thee are your settings options:

- **Send dispatch notification for every tech dispatch** - A dispatch notification will be sent every time a tech is dispatched to the job location. This means that if there are multiple technicians working at a job site, the customer will receive a notification for each and every technician dispatched. If you often have multiple technicians working at a job site, you may **not** want this option, since it will result in too many notifications sent to the customer.
- **Limit dispatch notifications when techs are dispatched** - If there are multiple technicians dispatched to a job location, the customer will only receive <u>one</u> notification for the first technician dispatched. This means that in most cases, the customer will only get one dispatch notification per day. Note: If the technicians working at the job site clock out or are done working for the day, and then you dispatch another technician to the job site later that day, the customer <u>will</u> receive another dispatch notification in this case.

9. When you are ready, use the ON/OFF toggle to turn ON dispatch notifications (the toggle will turn green).

How to enable survey **emails** & customize the **email** message

1. Go to Settings > Customer Notifications.

2. Click **Job Completion Surveys**.

3. By default, your job completion surveys will be based on a five-star rating (rather than a 0 to 10 scale). The five-star rating will make your surveys appear more modern, similar to surveys sent out by Uber and other popular apps. This is the default setting; it is recommended that you do not change it.

- [optional] If desired, you can change your customer surveys to be based on a 0 to 10 scale (this is the old NPS Score setting in ServiceTitan). If you would like to use the old NPS Score setting, click the **Settings** tab. Change the *Survey Rating Type* to **NPS Score (0 to 10)** then click **Save**. Remember: It is recommended that you use the default setting of **Star Rating (1 to 5)**.

4. To enable job completion surveys by email, click **Email**.

> ➔ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

5. Before you enable job completion survey emails, make sure you are happy with the survey message. A default message has been set up for you.

6. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 7 below*.

- Please note: The images below show the survey message with 5-star ratings. The message will look different if you change the setting to NPS score (see step 3 above).
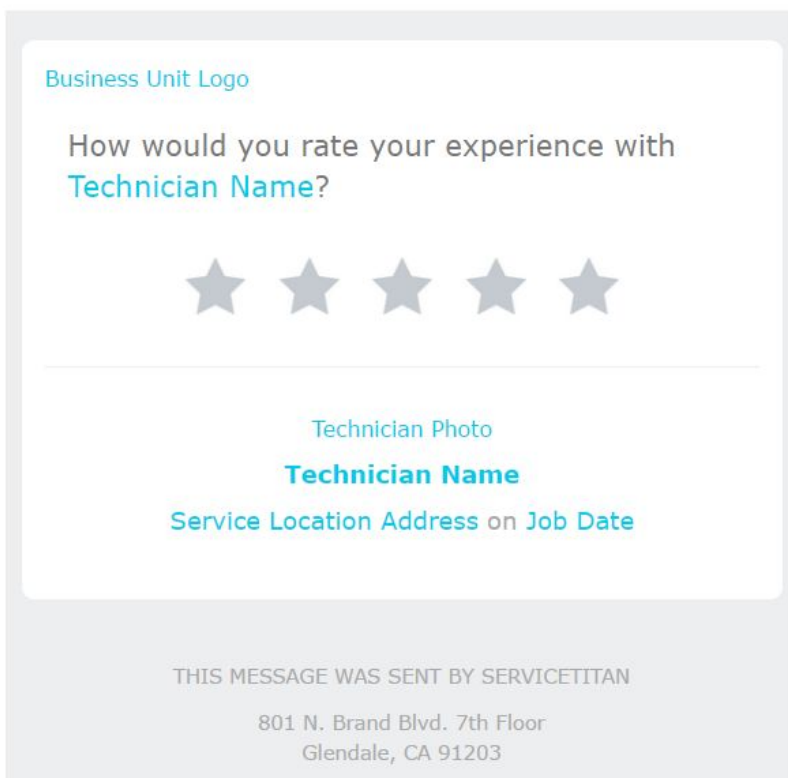
7. If desired, you can click **Customize** to put in your own text message. Note: This step is optional. If you do nothing, the default notification message will be used.

- You can customize the message whether you use the Star Rating or NPS Score setting.

6. Once you click **Customize**, you will be able change the text and/or placeholders. You can use the *Personalized tokens* menu to drag in placeholders as desired. You can hover over any placeholder to delete it from the message.
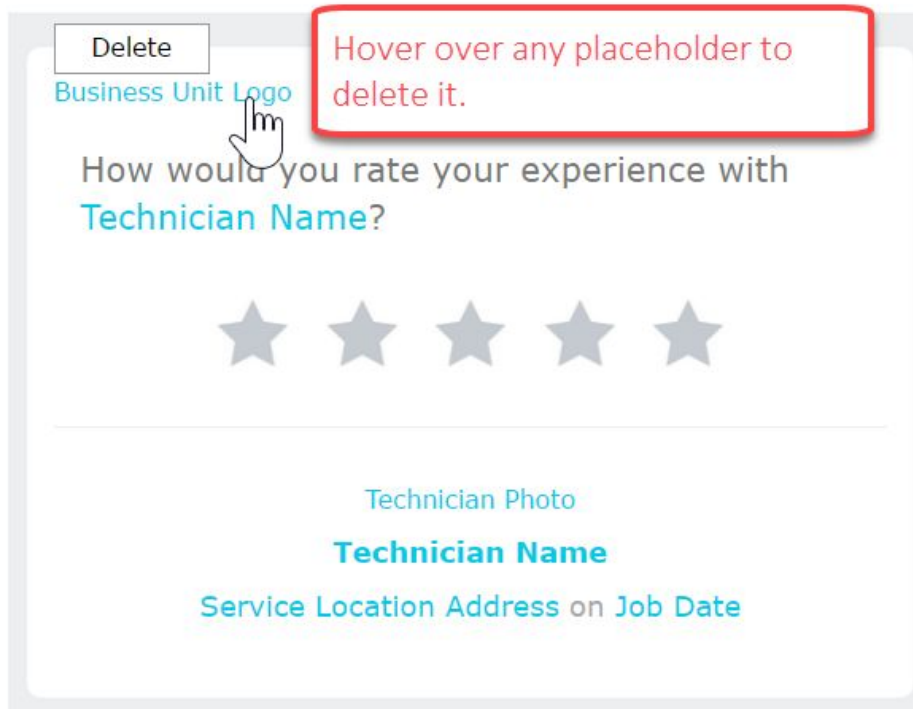
As you compose the message, you can click **Preview Edits** if you would like to see what the message will look like on a mobile phone.
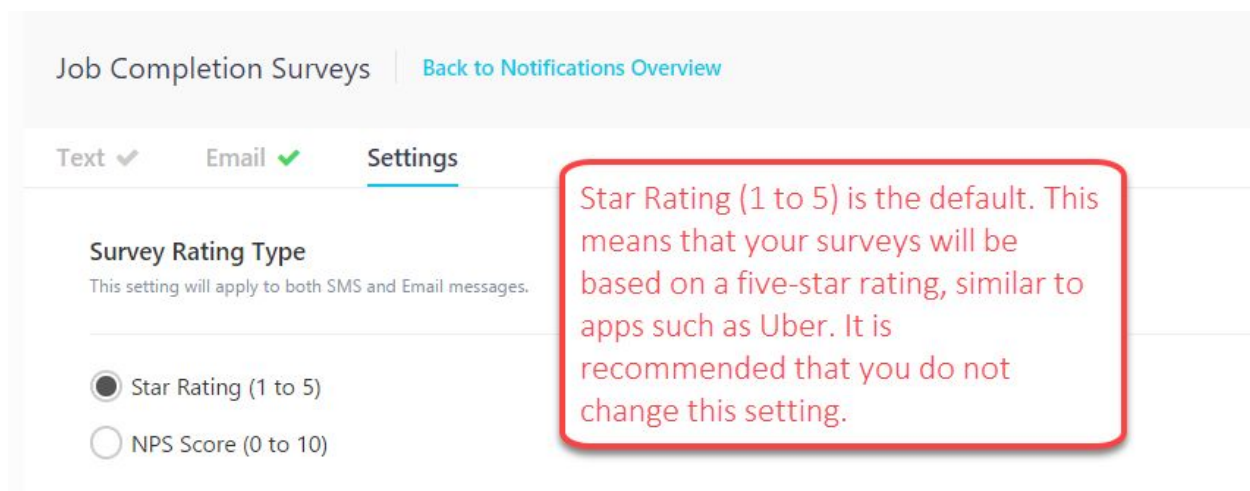
8. When you are ready, use the ON/OFF toggle to turn ON customer survey emails (the toggle will turn green).

How to enable **survey** texts & customize the text message

Note: When you enable survey texts, the customer will be able to text back their survey response.

1. Go to Settings > Customer Notifications.

2. Click **Job Completion Surveys**.

3. By default, your job completion surveys will be based on a five-star rating (rather than a 0 to 10 scale). The five-star rating will make your surveys appear more modern, similar to surveys sent out by Uber and other popular apps. This is the default setting; it is recommended that you do not change it.

- [optional] If desired, you can change your customer surveys to be based on a 0 to 10 scale (this is the old NPS Score setting in ServiceTitan). If you would like to use the old NPS Score setting, click the **Settings** tab. Change the *Survey Rating Type* to **NPS Score (0 to 10)** then click **Save**. Remember: It is recommended that you use the default setting of **Star Rating (1 to 5)**.

2. To enable text surveys, click **Text** from the notifications menu.

Text ✓   Email ✓

➔ Note: There is no way to enable text and email notifications at the same time. If you want to enable both, simply repeat the process for both text and email.

3. In order to enable text notifications, your default SMS number must be set up. If your default SMS number is properly configured, you will see a green checkmark.

✅ **Setup Default SMS Number**
Edit phone number

- If you haven't setup your default SMS Number yet, you will see a red warning sign reminding you to do this. Clicking **Edit phone number** will take you to Settings > Phone where you can set up your default number.

🛑 **Setup Default SMS Number**
Edit phone number

4. Before you enable job completion surveys, make sure you are happy with the notification message. A default message has been set up for you.

5. The default message will contain placeholders that will pull information about the job. *If you are happy with the default message, you can skip to step 8 below*.

6. If desired, you can click **Customize** to put in your own text message. Note: This is optional. If you do nothing, the default notification message will be used.

7. Once you click **Customize**, you will be able to type in your custom message. You can use the *Personalized tokens* menu to drag in placeholders as desired. As you compose the message, you can click **Preview Edits** if you would like to see what the message will look like.

8. When you are ready, use the ON/OFF toggle to turn ON job completion survey text messages (the toggle will turn green).
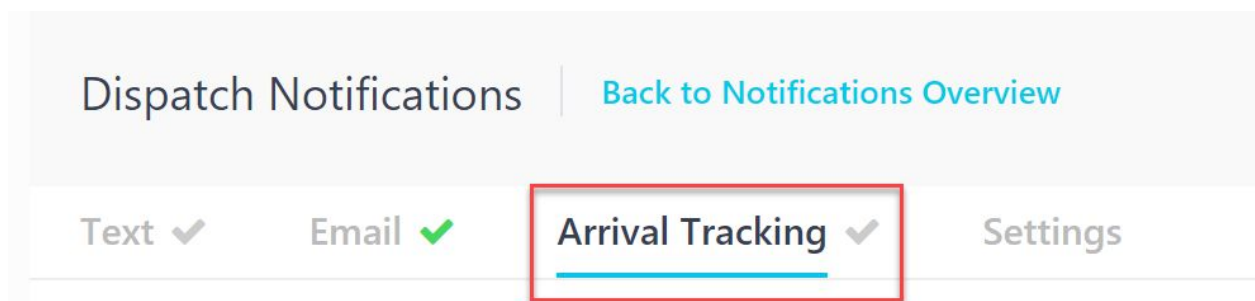
Customer notifications settings

Turning on real-time technician tracking

1. *If you would like to enable real-time technician tracking*, go to Settings > Customer Notifications. Click **Dispatch Notifications**.

2. Click the **Arrival Tracking** tab.

2. Make sure you've turned on native GPS for each technician device (Settings > Gps). If you have not yet set up native GPS, you will see a warning sign reminder you to do this. You will not be able to enable dispatch notifications until native GPS has been enabled.

Please Note: Technician tracking in real-time works *only* if the technician is using a ServiceTitan Mobile app (1.0 or 2.0) *and* is assigned to a native GPS device (iPad, iPhone, Android tablet, or any device with native GPS).

3. Once native GPS is enabled (Settings > Gps), you can return to Settings > Customer Notifications > Dispatch Notifications > Arrival Tracking. You will see a green checkmark next to *Enable Native GPS*, which means you will now be able to enable real-time technician tracking. To enable, simply click the toggle to ON where you see *Enable arrival tracking for text and email*.
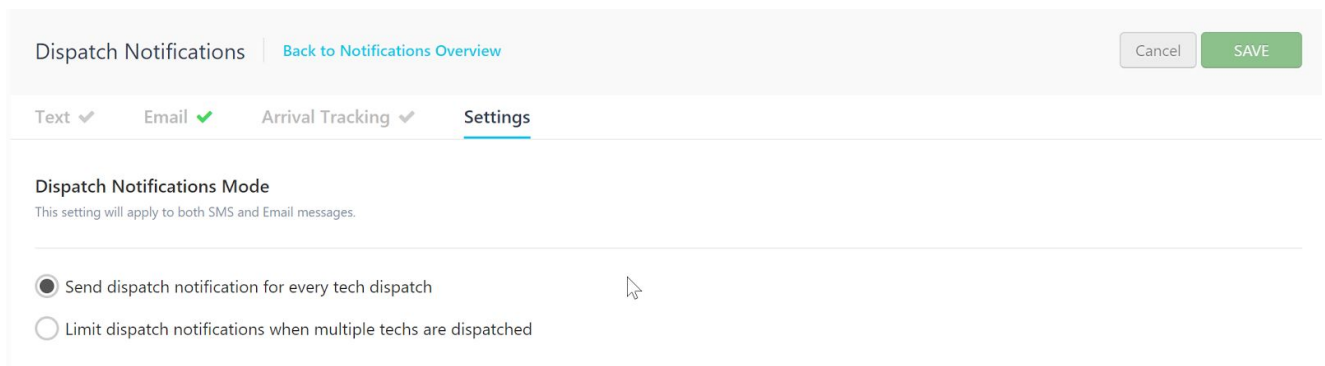
Limiting the number of dispatch notifications (dispatch notification settings)

In your dispatch notification settings (Settings > Customer Notifications > Dispatch Notifications > Settings), you have the option to limit the number of dispatch notifications.

You will have the following options. Once you've chosen a setting, make sure to click **Save**.

- **Send dispatch notification for every tech dispatch** - A dispatch notification will be sent every time a tech is dispatched to the job location. This means that if there are multiple technicians working at a job site, the customer will receive a notification for each and every technician dispatched. If you often have multiple technicians working at a job site, you may **not** want this option, since it will result in too many notifications sent to the customer.

- **Limit dispatch notifications when techs are dispatched** - The customer will receive only one notification when the first technician is dispatched to the job location for the day. This means that in most cases, the customer will only get one dispatch notification per day. Note: If the technician(s) working at the job site clock out or are done working for the day, and then you dispatch another technician to the job site later that day, the customer will receive another dispatch notification in this case.

Examples of how to customize arrival windows and notification messages

Here are some ideas for choosing an arrival window setting, and customizing your messages:

| If you want to...	Choose this arrival window setting	Customize your messages if necessary
Provide an **arrival window** based on time slots in the business hours table	Business hours [default setting]	You can use the default notification messages in ServiceTitan, or customize the default messages if desired. "Your appointment with **Business Unit Official Name** has been scheduled for March 23 (**Job Date**) between 4:00pm (**Arrival Window Start Time**) & 6:00pm (**Arrival Window End Time**) at **Service Location Address**. To make any changes, call **Business Unit Phone Number.**"
Provide the customer with a **start and end time** for the appointment	Job start time + job duration	You can customize your messages to tell the customer when the appointment is projected to start and end. "Your appointment with **Business Unit Official Name** has been scheduled for for March 23 (**Job Date**) at 123 Main Street Los Angeles, CA 90018 **Service Location Address** from 4:00pm (**Arrival Window Start Time**) to 6:00pm (**Arrival Window End Time**). We will update you to let you know when the technician is on the way (please allow up to 30 minutes for arrival). We look forward to serving you."*
Provide the **appointment start time only (no end**	Job start time + job duration	Your notification message can include the *Arrival Window Start Time* only. You can delete the *Arrival window end time*

time)		if desired. *"Your appointment with **Business Unit Official Name** has been scheduled for March 23 (**Job Date**) at **Service Location Address**. We have noted that you are available as of 4:00pm (**Arrival Window Start Time**). We will update you to let you know when the technician is on the way (please allow up to 1 hour for arrival). We look forward to speaking with you about your needs."*
Note: You can also customize your messages to ask the customer to confirm. If the customer texts you back, you will the customer's message on the *Dispatch Board*.		

Understanding arrival window options

By default, the customer will see an arrival window in booking confirmations and reminder notifications. In the booking confirmation text message below, you'll see that the **Arrival Window** is provided: *Thursday April 20 2017 between 1:00 PM & 4:00 PM.*

Your appointment with Good Company, Inc has been scheduled for Thursday April 20 2017 between 1:00 PM & 4:00 PM at 10187 W Olympic Blvd, Los Angeles, CA 90067 USA. To make any changes, call (123) 456-7890

When you set up booking confirmations or reminder notifications (Settings > Customer Notifications), you can use **Settings** to change your arrival window settings. You can also customize your notification messages (see *Examples of how to customize your arrival windows and notification messages*).
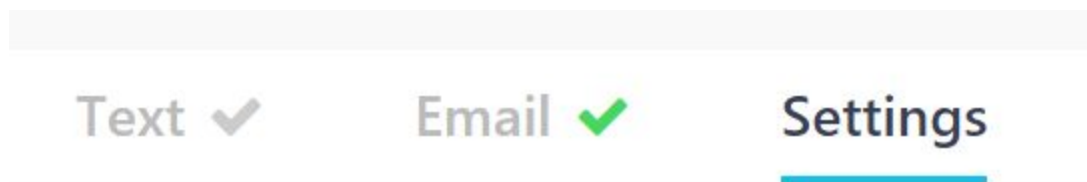
➔ Note: Whichever arrival window option you choose, this will apply to <u>both</u> your booking confirmations and appointment reminders (you cannot have different arrival windows set for each one).

What are my arrival window options?

You can choose between two different arrival window settings. To enable one of these settings, go to booking confirmations or reminder notifications (Settings > Customer Notifications > Booking confirmations>Settings tab or Settings>Customer Notifications>Reminder Notifications > Settings tab).
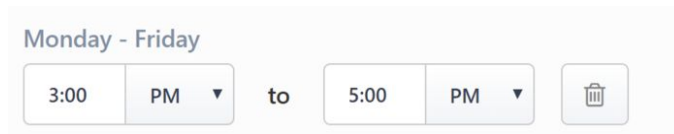
Arrival Windows, Option 1: Business Hours (the arrival window will be determined by time slots set up in the Business Hours table)

This is the default setting. The customer's arrival window (**Appointment Start Time** and **Appointment End Time**) will be determined by time slots set up in your *Business Hours Table* (Settings > Business Hours).

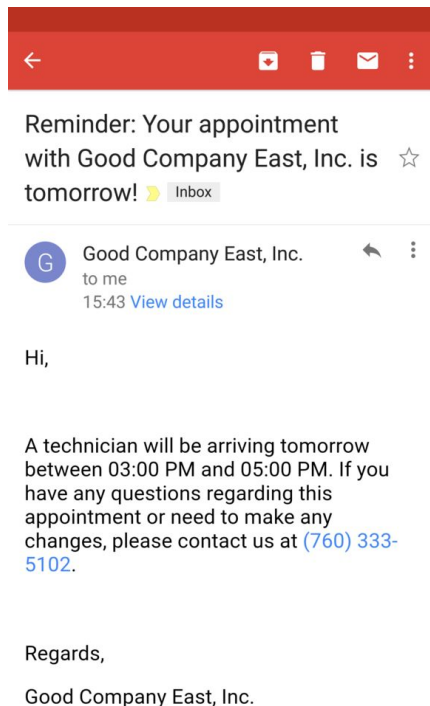*Example of how arrival windows work with the business hours table:*

> ➤ Let's say a customer has a job booked for 3:00pm on Monday.

In your business hours table, you have a time slot set up for 3:00pm to 5:00pm, Monday-Friday.

When the customer receives a booking confirmation or appointment reminder, the message will provide an arrival window of 3:00pm to 5:00pm:

Arrival Windows, Option 2: Job start time + job duration (the arrival window will begin at the job start time, and end according to the job duration)

When you select this option, the **Appointment Start Time** will begin exactly at the job start time.

The job type duration (Settings > Job Type > Duration) will determine the **Appointment End Time**.

Do I need to provide an arrival window?

No. *If desired, you do not need to provide an arrival window at all.* You can customize your booking confirmation and appointment reminder messages, so they do not include the *Arrival window start time* and/or *Arrival window end time*.

Can I give the customer the arrival time only?

Yes, you can customize your notification messages to include the arrival time only. Choose **Job start time + job duration** as your arrival window option. Then, you can customize your notification message to include the **Arrival Window Start Time** only. For example: *"Your appointment with **Business Unit Official Name** has been scheduled for March 23 (**Job Date**) at **Service Location Address**. We have noted that you are available as of 4:00pm (**Arrival Window Start Time**). We will update you to let you know when the technician is on the way (please allow up to 1 hour). We look forward to speaking with you about your needs."*
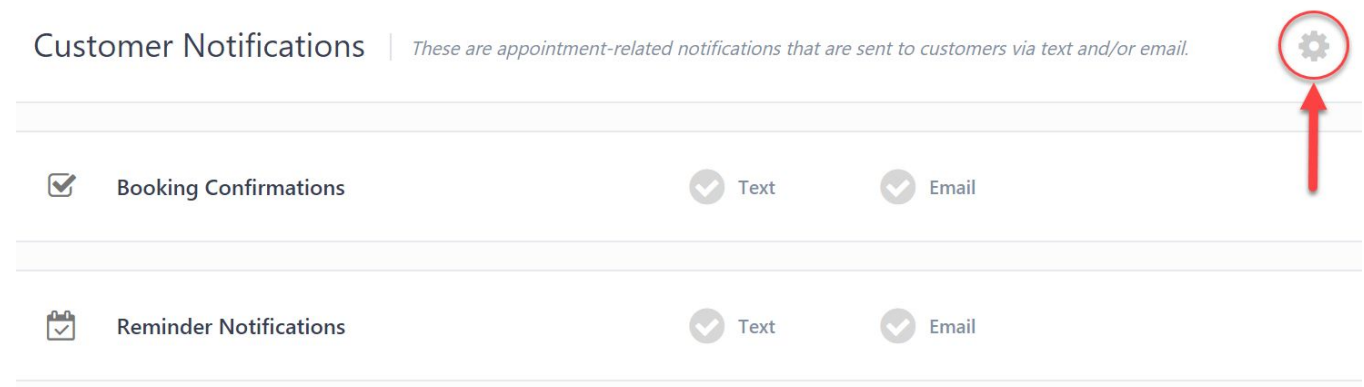
Please refer to *Tips on customizing your arrival windows and notification messages* for more information.

Mute notifications for commercial jobs

Commercial projects usually involve many dispatches and multiple scheduled jobs. This may result in too many notifications sent to the customer.

If you don't want to use notifications for commercial jobs, you can follow the instructions below to enable notifications for residential jobs only.

1. Go to Settings > Customer Notifications.

2. Click the **Settings** icon (gear icon) at the top of the screen.

3. Under *Job Notifications by Default,* you can choose whether notifications will be sent for residential and/or commercial jobs. Both settings will be checked (turned on) by default. You can uncheck **Enable Job Notifications on Commercial Jobs** or **Enable Job Notifications On Commercial Jobs** as desired.

- **Enable Job Notifications On Residential Jobs** - When this is <u>unchecked</u>, notifications will <u>not</u> be sent for residential jobs.
- **Enable Job Notifications On Commercial Jobs** - When this is <u>unchecked</u>, notifications will <u>not</u> be sent for commercial jobs.

Note:
   ➔ The settings you choose will apply to <u>all</u> notifications (booking confirmations, appointment reminders, dispatch notifications, surveys), for both text and email.

4. Once you have changed your notification settings, make sure to click **Save**.

If you want to turn notifications back on for any commercial job, you can do this on the job screen

When you turn off notifications for commercial jobs, the **Job Notifications** toggle on the job screen will be off by default for all commercial jobs.

If you want to enable notifications for any specific commercial job, you can turn the **Job Notifications** toggle back ON.

How does ServiceTitan determine which jobs are commercial?

The customer attached to the *Service Location* must be a commercial customer; it does not matter if the *Bill To* customer is residential or commercial.

Job #1623302: Warranty in Los Angeles `Oil Furnace: 1 yrs`

📥 6/16/2017 2:04 PM **Received** ♥ Normal **Priority** ▼ Verizon **Campaign** ✳ HVAC Service **Business Unit** ◎ Pending **Invoice**

Service Location
Stacy McAdams `HVAC Member`
📍 13457 Chandler Blvd
Los Angeles, CA 91401 USA
🔔 📞 (818) 486-9788
🖨 (818) 486-9780
🔔 ✉ noreply@servicetitan.com

Bill To
Stacy McAdams `HVAC Member`
📍 13457 Chandler Blvd
Los Angeles, CA 91401 USA
🔔 📞 (818) 486-9788
🖨 (818) 486-9780
🔔 ✉ noreply@servicetitan.com

The customer attached to the service location must be a commercial customer.

Job summary
Call customer before arrival.

History

💬 Leave a note...

⚪ Job Notifications

Dispatch ... ▼ ✏

🕐 **Scheduled**
6/16/2017 3:00 PM - 6:00 PM

Matt
Scheduled

Office Handouts

Train CSRs and Dispatchers on customer notifications workflows

> ➤ From now on, CSRs should confirm the customer's delivery preferences for notifications. Make sure to tell your CSRs to add this step to the call booking process.

> ➤ CSRs should tell customers to either a) add noreply@servicetitan.com to their email address book so they will receive their notifications, or b) check their spam folder to make sure notifications are not being flagged as spam.

> ➤ The following office handouts are available for CSRs and Dispatchers:
>   - *Confirming notification preferences for existing customers*
>   - *How to set preferred delivery methods for new customers*
>   - *How to turn notifications on or off for any job*

Technicians using Mobile 2.0
In order to use customer notifications in Mobile 2.0, technicians will need to re-install the mobile app on their tablet device through the App Store or the Google Play Store.

Confirming notification preferences for existing customers
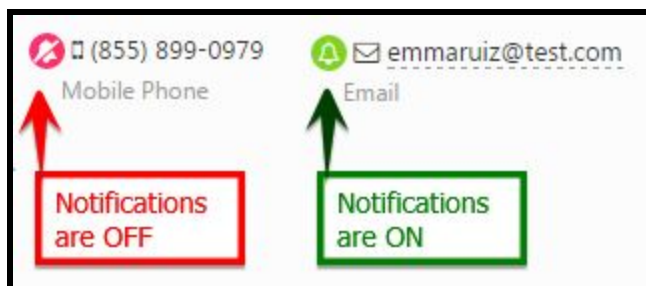
When you view a customer or location record, you will notice a **Bell** icon next to the customer's phone number and email address.

When the **Bell** icon is **GREEN**:
- This means notifications are ON.
- The customer will receive configured notifications to that phone number/email.

When the **Bell** icon is **RED** with a line through it:
- This means notifications are OFF.
- The customer will NOT receive configured notifications to that phone number/email.
- Note: Even if notifications are turned off for the customer email address, you can still send messages to the customer manually.
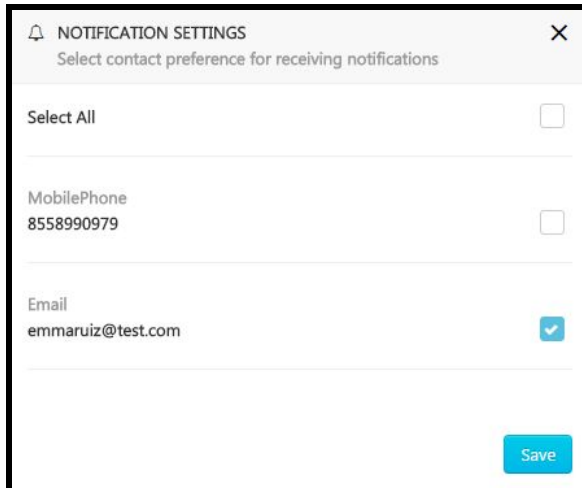
Default Settings:
- By default, notifications will be turned **ON** for all phone numbers, mobile numbers, and customer emails.

Note:
- ➔ *We recommend that CSRs confirm and update the customer's delivery preferences every time they book a job.* You may want to inform your CSRs of this new step in the job booking process.
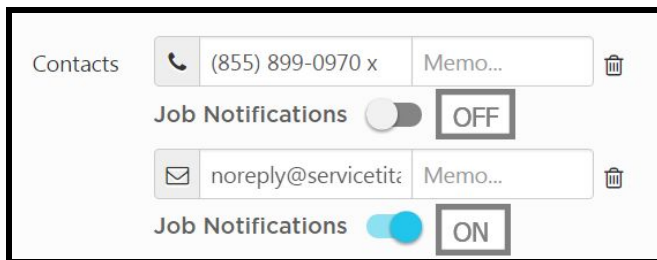
If the customer wants to change their preferred delivery methods:

1. Click the **Bell** icon next to the customer's phone number or email address. The *Notification Settings* pop-up appears.

2. Check the box next to the phone number(s) and/or email address(es) where the customer would like to receive notifications. Note: You may turn notifications on or off for any kind of phone number.

3. When you are done, click **Save**.

Alternative method:

1. Click the **Edit Pencil** on the customer or location record.

2. Scroll down to *Contacts*.
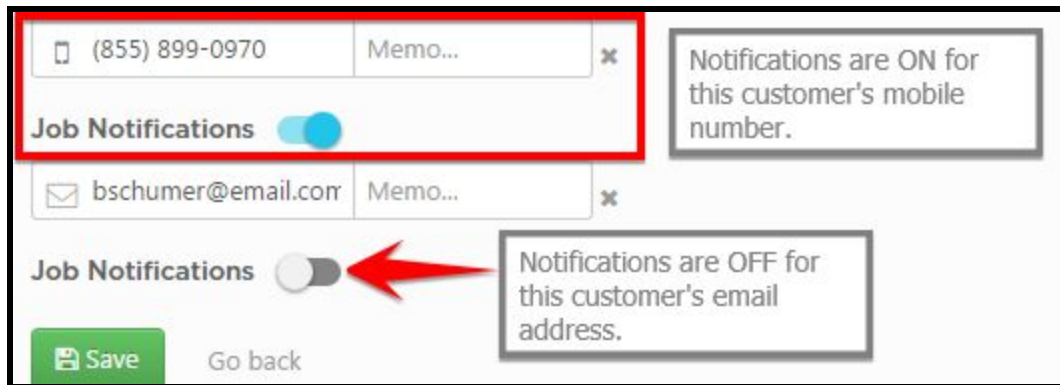
3. Click the **Job Notifications** toggle to turn notifications ON or OFF for phone numbers and/or email addresses.
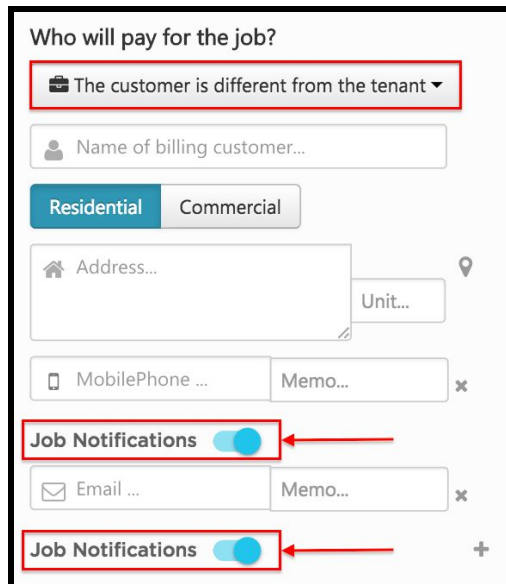
How to set preferred delivery methods for new customers

When you create a new customer, you can set preferred delivery methods as you enter the new customer's contact information. By default, **Job Notifications** will be ON for all phone numbers and/or email addresses. Simply click the **Job Notifications** toggle to turn notifications off.

➢ When the **Job Notifications** toggle is **blue**, this means that notifications are turned ON. When the **Job Notifications** toggle is **grey**, this means that notifications are turned OFF.

➢ If there is a separate billing address for the customer, you can set preferred delivery methods for the billing address as well.

How to turn notifications on or off for any job

You can turn job notifications on or off for any individual job. When you turn job notifications off, the customer will NOT receive the reminder message, dispatch message, or the customer survey for that particular job.

Why you might use this feature: The CSR can turn job notifications off, so the customer will not be disturbed by too many communications. This feature can also be used for projects.

To turn notifications on or off for any job:

1. Navigate to the job (Search > Job). The **Job Notifications** toggle is located directly above the blue job action button.
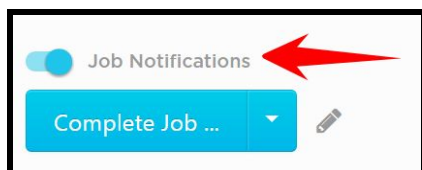
2. Job notifications will be ON by default. Click once on the **Job Notifications** toggle to turn job notifications OFF.

   ➢ When the **Job Notifications** toggle is **blue**, this means that notifications are turned ON.

   ➢ When the **Job Notifications** toggle is **grey**, this means that notifications are turned OFF.

FAQs

What happens if mobile numbers are entered as land-lines? Will customers receive their texts?

We recommend that you save mobile numbers correctly in ServiceTitan. Cell phone numbers should be saved as mobile (*Mobile*) numbers, not as landline (*Phone*) numbers.

If some of your customers' mobile numbers are saved as land-lines, don't worry -- they *will* still receive dispatch notifications and appointment reminders. Text messages will be sent to *all* contact numbers that are toggled on for job notifications on customer and location pages. Remember: If you don't want messages to be sent to all the customer's phone numbers, you can always change the customer's delivery preferences.

What you can do to make sure customer phone numbers are stored correctly:

We recommend that CSRs should confirm the customer's delivery preferences every time they book a job. We also recommend that CSRs confirm the customer's mobile and landline numbers, to make sure that numbers are stored correctly in ServiceTitan.

What's the difference between an SMS and MMS text message?

SMS stands for "short message service." This is commonly referred to as a text message that contains text *only*. Almost all mobile phones accept this kind of messaging. ServiceTitan will use SMS for appointment reminder messages.

MMS stands for "multimedia messaging service." These are text messages that include pictures, video, or audio content. A mobile phone without a camera device will most likely not accept inbound MMS text messages. ServiceTitan will use MMS for dispatch notifications, which include the technician's profile picture.

I'd like to turn on real-time technician tracking. Are my technicians using the right kind of device?

Technician tracking in real-time *only* works if the technician is using ServiceTitan Mobile app (1.0 or 2.0) *and* is assigned to a native GPS device (iPad, iPhone, Android tablet, or any device with native GPS).

If your technicians are using a *non-native GPS device* (i.e. TomTom or Fleetmatics), those technicians *cannot* be tracked through real-time technician tracking. However, you can still send out dispatch notifications for those technicians (the customer will receive a dispatch notification, with no *Track Now* link).

How do I prevent notifications from going to spam?

You should tell your customers to add noreply@servicetitan.com to their list of addresses. This will prevent messages from going to spam.

My account is configured to auto-arrive technicians when they get to a job site. How does this work with real-time technician tracking?

If your account is configured to auto arrive technicians as they approach a job site, the auto arrival <u>will</u> be reflected on the technician tracking screen.

Why do I need to enter business unit phone numbers?

The business unit phone number is provided in appointment reminder and dispatch notification messages, so the customer will know how to reach you if they have any questions. Therefore, you must enter business unit phone numbers before you enable these notifications.
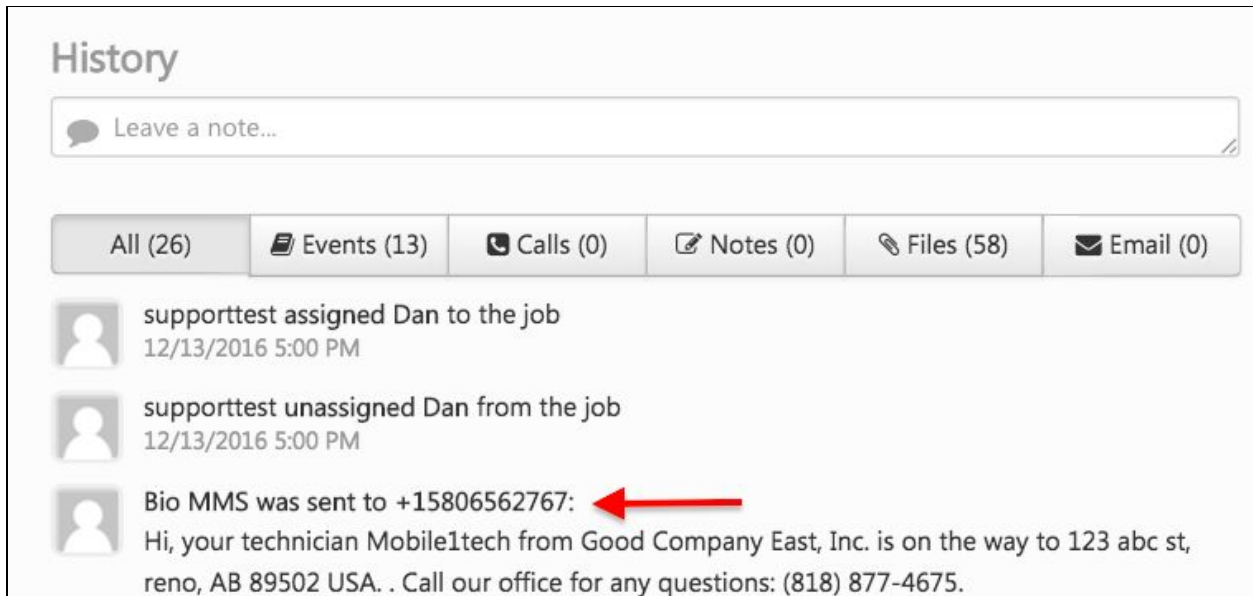
To enter business unit phone numbers:

1. Go to Settings > Business Units.

2. Click the **Edit Pencil** next to a business unit.
3. Enter the phone number in *Phone*.
4. Click **Save**.
5. Once all business unit phone numbers have been entered, go back to Settings > Customer Notifications to enable communications.

How do I see confirmation that notifications have been sent out to a customer?

All notifications sent to customers will be logged in the job history.

What if the customer is a *Do Not Mail* customer?

If the customer is a *Do not mail* customer, **Job Notifications** will be greyed out and disabled (since the customer already blocks notification emails). Notifications will be OFF for the customer's phone numbers and email addresses, and you will not be able to turn notifications on.

Notifications will also be turned OFF for all locations the customer is associated with.

Will customers be able to text or call the number back?

When customers receive text messages, they may want to write back or call the number back. You can set this up when you configure your outbound numbers for SMS or MMS. You will go to Settings > Phone to set up new phone numbers to be used as the outbound number for appointment reminders (SMS) and dispatch notifications (MMS).
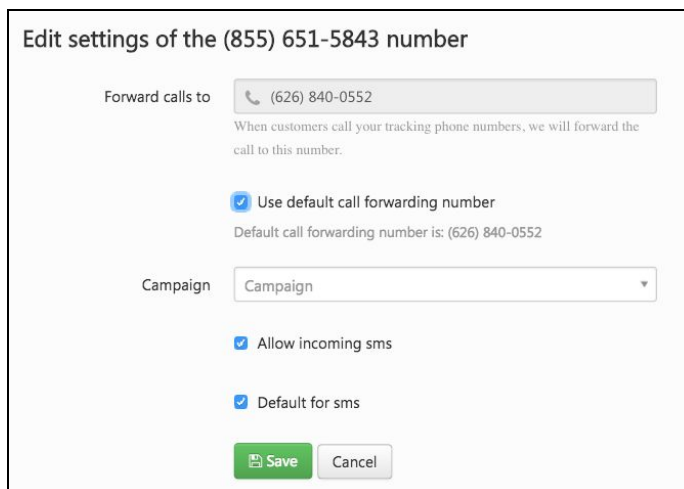
How to allow customers to call the number back
On the settings page for the outbound number, do one of the following:
- *If you want to forward calls to a different number* - Enter the forwarding number in *Forward calls to.*
  - or -
- *If you want to forward calls to your main forwarding number* - Check *Use default call forwarding number*.

How to allow customers to text the number back
On the settings page for the outbound number, do the following:
- Check *Allow incoming sms / mms.*
- Note: Customer texts will appear in the message list on the dispatch board.

For more information on how to set up outbound numbers, refer to *Set the outbound number for appointment reminders (SMS) and dispatch notifications (MMS)*, available in this article.

How many dispatch notifications will the customer receive for multi-day jobs (or if multiple techs are dispatched)?

In your dispatch notification settings (Settings > Customer Notifications > Dispatch Notifications > Settings), you have the option to limit the number of dispatch notifications.

If it is a multi-day job or multiple technicians are dispatched to a job, ServiceTitan will limit the number of dispatch notifications sent out.

If it is a multi-day job:
  ➢ The customer will receive one dispatch notification per day, as long as there is a tech continually working at the job site.

If the tech working at the job site is "Done for now" (no longer working or dispatched) and then another tech is dispatched:

  ➢ The customer <u>will</u> receive another dispatch notification when the second tech is dispatched. This is the only scenario where the customer would receive multiple dispatch notifications in the same day for a single job.

If a tech is currently working at the job site, and then a second tech is dispatched:

  ➢ The customer will <u>not</u> receive another dispatch notification.