

APPLIANCE SERVICE CALL LIFECYCLE MAP

The 8-Stage Standard Operating Framework — ABSF Pillar 1: Structure

01 Customer Contact	▶ Inbound call received — CSR greets caller professionally ▶ Confirm: customer name, address, phone, email ▶ Capture: appliance brand, model #, serial # (if known) ▶ Describe problem in customer's own words — document verbatim ▶ Determine: warranty status? Home warranty company? Or cash customer? ▶ Set appointment window — confirm with customer via SMS/email
02 Dispatch & Routing	▶ Assign technician based on: skill set, geography, availability, workload ▶ Send tech appointment details + customer notes via dispatch software ▶ Confirm estimated arrival window — alert customer via automated text ▶ Tech reviews job card before departing: tools, parts, history ▶ Van stock check: does job require pre-stocked parts? ▶ Route optimization: sequence calls for maximum efficiency
03 On-Site Arrival	▶ Technician arrives in window — calls customer if running late ▶ Professional introduction: name, company, purpose of visit ▶ Safety check: electrical panel access, gas shutoffs, water connections ▶ Shoe covers on. Protective mat at entry point ▶ Review appliance history with customer before touching unit ▶ Set clear expectations: 'I'll inspect and then explain what I find'
04 Diagnosis & Quote	▶ Systematic diagnosis — document findings step by step ▶ Identify root cause, NOT just symptom ▶ Determine parts needed: check van stock first, then order if needed ▶ Calculate repair cost: labor + parts + service fee ▶ Present options to customer: repair, replace, or defer ▶ Get verbal or written authorization BEFORE any repair begins ▶ If warranty job: confirm coverage, get authorization code from company
05 Parts & Authorization	▶ Cash jobs: collect authorization signature on invoice ▶ Warranty jobs: call warranty company for authorization — document code ▶ Parts on van? Proceed to repair ▶ Parts need ordering? Schedule return visit — give customer ETA

	▸ Parts backordered? Communicate timeline honestly — document in job card ▸ Collect service/diagnostic fee if repair is declined by customer
06 Repair Execution	▸ All parts sourced and authorized — proceed with repair ▸ Document all work performed: what was replaced, labor performed ▸ Follow manufacturer service procedures exactly ▸ Test repaired appliance through full cycle before calling job complete ▸ Inspect surrounding areas — catch anything that might cause callback ▸ Clean work area — leave better than found
07 Job Completion	▸ Walk customer through: what was wrong, what was fixed, what to watch for ▸ Test appliance with customer present ▸ Complete all paperwork: job card, parts used, labor time ▸ Collect payment (cash, card, or invoice to warranty company) ▸ Provide written receipt and any warranty documentation ▸ Request Google review — hand them the card or show QR code
08 Post-Service Follow-Up	▸ Same-day: update job status in dispatch software to COMPLETE ▸ 48–72 hours: automated follow-up text or email asking about experience ▸ Any concern reported → callback dispatcher notified immediately ▸ Callback scheduled? Document root cause for quality tracking ▸ Invoice warranty company within 24 hours of job completion ▸ Monthly: review all callbacks — add to technician performance log

CRITICAL CHECKPOINTS — NEVER SKIP THESE STEPS

⚡ NEVER START REPAIR WITHOUT: ✓ Written or verbal authorization from customer ✓ Warranty authorization code (if warranty job) ✓ Parts confirmed available or ordered ✓ Customer present or available by phone	📋 EVERY JOB MUST CLOSE WITH: ✓ Appliance tested through full cycle ✓ Job card fully completed ✓ Payment collected or invoice sent ✓ Google review requested ✓ Dispatch software updated to COMPLETE
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