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Notification Management

Notification Settings are Managed in MM360

Notifications that go out are managed in MM360. These can be set at the office level, which would dictate which notifications go out to all of your customers by default. If specific customers do not want specific notifications, that should apply to the majority of your customers, then these would need to be modified on that customer's setting in MM360.


The following pages include images of what the notifications sent from Dispatch, based on your MM360 settings, look like and includes details about the actions that trigger specific notifications to be sent.

CUSTOMER

All notifications are sent to SMS and email where possible.

Scheduled

SMS: "Hi {{job.customer.first_name}}! Your Merry Maids appointment has been scheduled for {{appointment.localDateLong}}"



Great News!

Your appointment with Merry Maids has been confirmed.


Hi Paul,

Your upcoming appointment with Merry Maids (Memphis) has been scheduled for August 2nd, 2023.

We'll arrive at 2109 Thomas Rd.

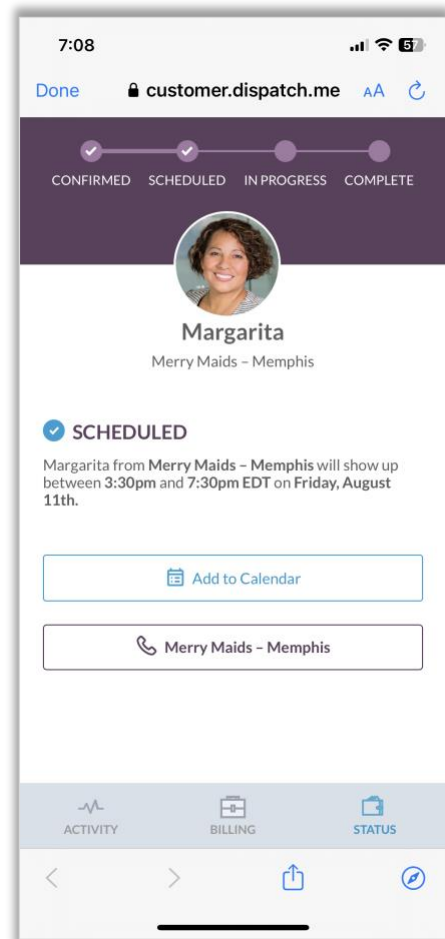
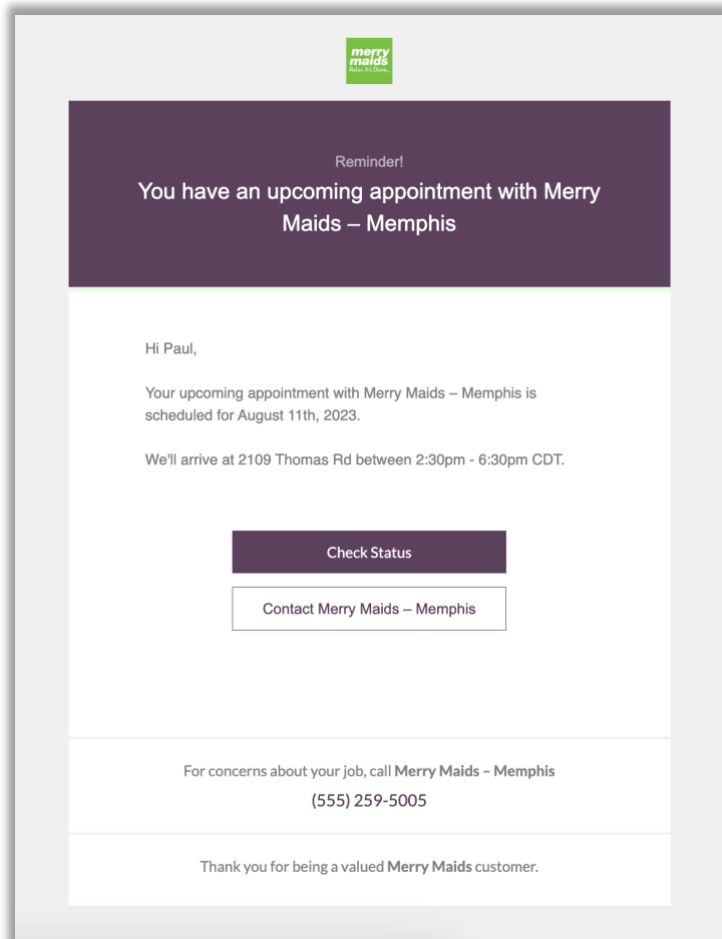
Contact Us

Have an issue? Respond to this email, or call Merry Maids (Memphis)
(555) 555-5503

Powered By


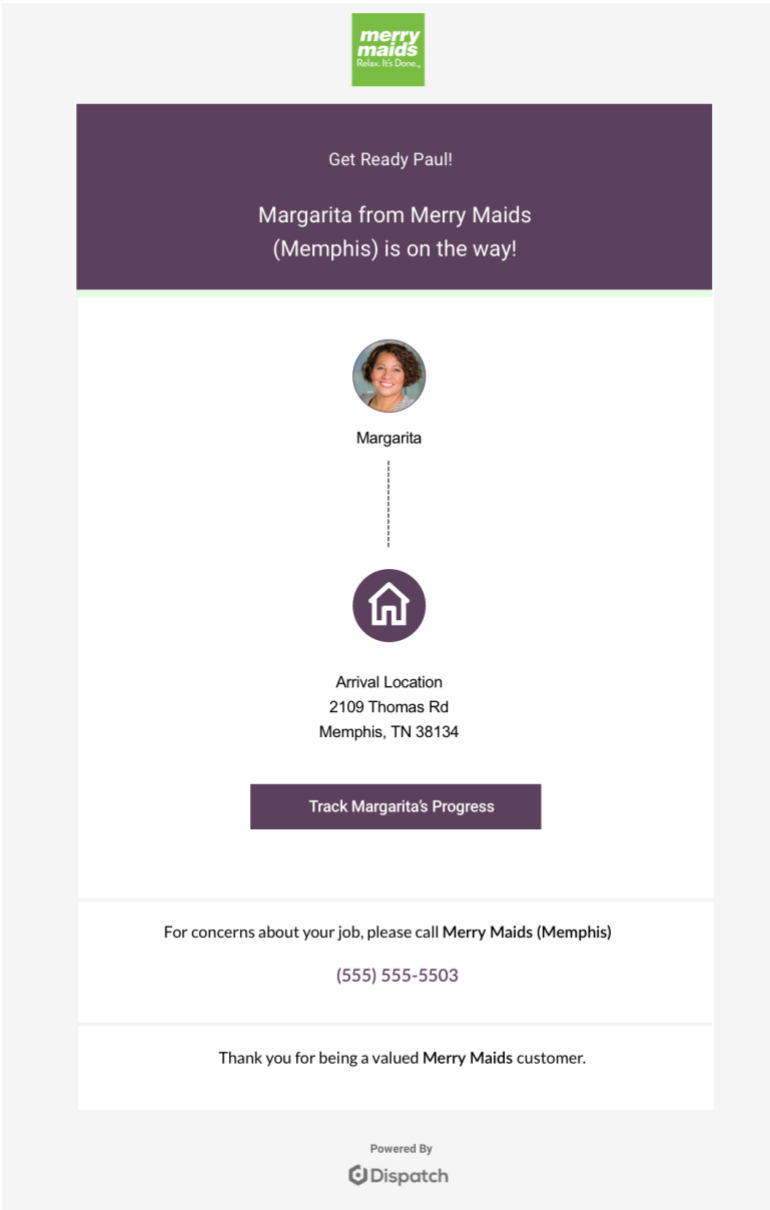
Appointment Reminder


Clicking on the link shows the customer the screen on the right.



On My Way


SMS: “Hi {{job.customer.first_name}}, your Merry Maids cleaning team is on the way! You can use the link below to track their arrival. {{links.webTracker}} Reply with questions.”






Get Ready Paul!

Margarita from Merry Maids
(Memphis) is on the way!



Margarita




Arrival Location
2109 Thomas Rd
Memphis, TN 38134

Track Margarita's Progress

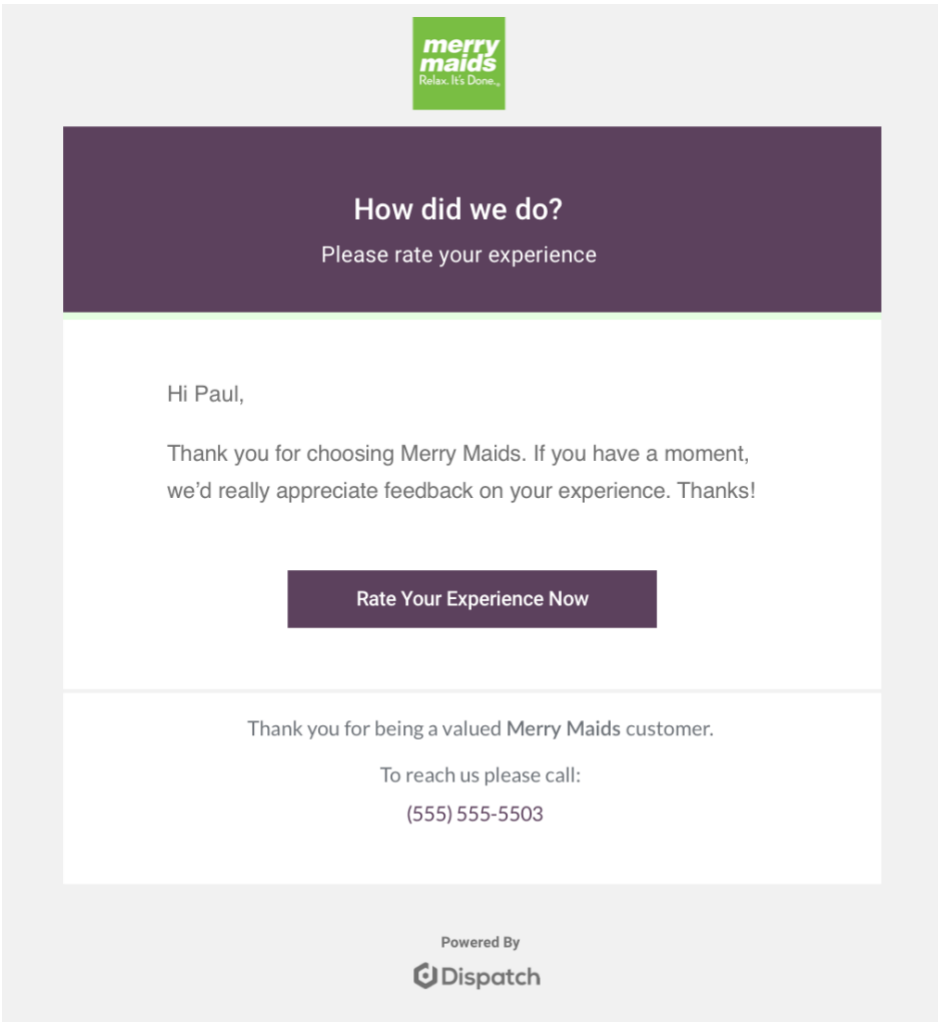
For concerns about your job, please call Merry Maids (Memphis)
(555) 555-5503

Thank you for being a valued Merry Maids customer.

Powered By


Survey

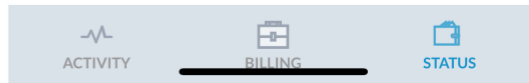
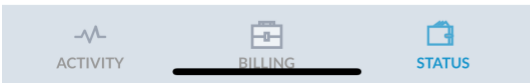
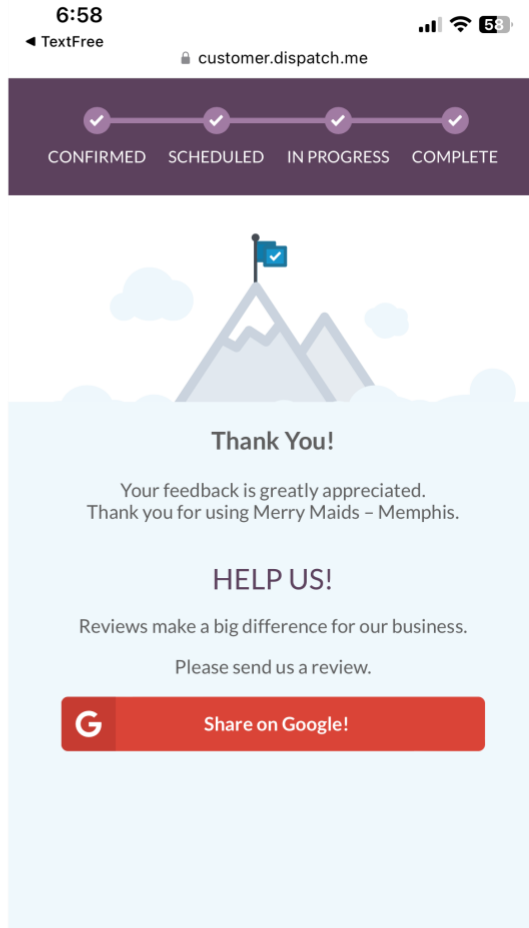
SMS: "Thank you for choosing Merry Maids. We'd love to hear from you! Please rate your experience [{{links.survey}}](#)"



The image shows a screenshot of an SMS survey. At the top left is the Merry Maids logo with the tagline "Relax. It's Done.". The main content is on a dark purple background. The title "How did we do?" is centered, followed by the instruction "Please rate your experience". Below this, the message is personalized: "Hi Paul," followed by "Thank you for choosing Merry Maids. If you have a moment, we'd really appreciate feedback on your experience. Thanks!". A dark purple button with white text "Rate Your Experience Now" is centered. At the bottom, it says "Thank you for being a valued Merry Maids customer." and "To reach us please call: (555) 555-5503". The footer of the survey says "Powered By Dispatch" with the Dispatch logo.

Profile Builder/Boost

Customer submits a 4- or 5-star rating. The share on google button will bring the customer to the locations google business page.



CAPTAINS

All notifications are only sent via SMS.

Assigned

SMS: "Hi, {{captain.first_name}}! You have been assigned {{job.title}}

Unassigned

SMS: "Hi, {{captain.first_name}}! You have been UNASSIGNED from {{job.title}}"

Canceled

SMS: "Please note that {{job.title}} has been cancelled."

PORTAL ACCESS USERS (OWNERS/DISPATCHERS)

Notifications are sent to SMS and email where possible.

1/2/3 Star Review Notifications

A customer just left a ONE star review for a cleaning that was just completed.



You just got a 1 Star Review in Dispatch!

{{customer.full_name}} said:

{{#if surveyResponse.message}}"{{surveyResponse.message}}"{else}The customer did not leave a message.{{/if}}

{{#if technician.full_name}} Work Performed By: {{technician.full_name}} {{/if}}

[View Job](#)