



Pest Management is Important

Your customers need to reach you. Let our 24/7/365 call center help you meet your customers' needs.

- All of our agents work in our call center located in Georgia. We do not outsource our services.
- We are here to handle your calls 24/7/365
- We handle your calls and messages according to your specifications.

You customize your clients experience with us. We obtain the necessary information and relay the messages to you. Select from a variety of ways to receive your messages.

Text Messaging:

- Your Tech would get a text message on their cell phone
- Your Tech can reply to the message without having to call into the service
- Once we receive the confirmation, we cancel any further dispatch, so the Tech is not contacted again
- If the tech does not confirm the message, our agents can take steps to contact them directly via cell phone, home phone, etc. or proceed down a list of other contacts.

Email dispatch:

- Similar to text messaging, we can send the message via email and technicians can respond to confirm they have received the message. If we don't receive a response within a specified time period, we can follow up with a phone call and proceed with appropriate protocol.

On Call Scheduling via Web Portal:

- You are in control of your on call schedule 24/7/365
- No more faxing or emailing your schedules
- Login to our web portal using your secure login/password
- Enter your On-Call Schedule and change when needed. All changes are automatically updated in our system



Need More?

Service Requests via Website

Let us help you make the most of your website. Add a "Service Request" form on your site. Have those forms email to us. We create a message and dispatch to the appropriate on call technician. It's that simple. Your customers will appreciate the ease of requesting service without having to make a phone call!

Telephone Reminders

We provide the technology to contact your clients and remind them of an appointment or the need to schedule their routine service appointment.

Customized recordings are available for any situation. Clients have the option to confirm, cancel, schedule or reschedule appointments.