

PestPac® Service Reports

Internal Feedback Generator

PestPac Service Reports lets your customers easily rate their service appointment for internal review, so you can track the effectiveness of your technicians and services.

Your technicians are the face of your business. The experience your customers have can make or break you - which is why you need to know right away whether it was positive or negative. The sooner you know if there's an issue with your employees in the field or the services you provide, the sooner you can correct it.



With PestPac Service Reports You Can:

- Identify your top and bottom-rated technicians -- reward your best employees and identify those in need of additional training
- Identify your most and least popular types of service so you can continuously refine the services you offer
- Use Net Promoter Score® (NPS) surveys to measure customer satisfaction over time and compare yourself to your competitors
- Learn about at-risk customers and resolve their issues before you lose their business
- See how your business is doing now and over time with employee leaderboards and trend reports



Did you know?

Customers collect an average of over 22 service reports per month.



PestPac Service Reports have helped us gain insight we didn't previously have into our top and bottom performing employees and services. In the short time we've been using this product we've also been able to identify and save a customer who may have otherwise cancelled."

- Jim Gibbons, Owner, F&W Pest Control

PestPac Service Reports features:



Automated service report collection

Once a service order is closed in PestPac, your customers will receive an email requesting a service report. You control the email frequency and service codes.



Email & text alerts for new service reports

Specify users within your organization who are notified of all new service reports, or just certain reviews based on rating.



Net Promoter Score (NPS) collection & reporting

Include an NPS question in your service report requests to learn which customers are your promoters and detractors.



Customer rating preview in PestPac

Service rating shows right on the Location Detail screen in PestPac, so you can tailor your approach to each customer's satisfaction level.



Progress & trend reporting

See how your company is doing now and over time with detailed reporting you can run right from PestPac.



Designed for mobile phones & tablets

Make it easy for customers to provide feedback on any device, including smartphones and tablets – no signup or login required.