



PestPac
by WORKWAVE®

Shaping the Future of Routing

A PestPac Feedback Forum

Meet the Team



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PestPac Routing: The Next Evolution

Building on a valuable tool that already boosts tech productivity by 20%.



WE'RE UPDATING YOUR EXPERIENCE.

Giving it the love it deserves for
a smarter, more efficient future.

The "Big Three" Friction Points



ROUTE CLUSTERING

Users consider routes
"inefficient"

64% of them want
denser routes



TRANSPARENCY

Users don't understand
optimized routes

52% of them want
to know "why"



USER GUARDRAILS

Users report errors often
start at booking

50% of them want
more guardrails
for their CSRs

ROUTE CLUSTERING

PROBLEM: planners says “technician’s routes are not efficient!”

- **The Data:** we know that 48% of you ranked 'Inefficient Routing' as your absolute #1 pain point."
- **The Conflict:** technicians often drive past each other or enter and exit the same neighborhood multiple times a day (“zig-zag” routing).
- **The Impact:** inefficient patterns lead to wasted fuel, increased vehicle wear, and fewer completed stops.



ROUTE CLUSTERING

QUESTION 1: are you experiencing “zig-zag” routes?

QUESTION 2: what tips you off to a route that is zig-zagging?



ROUTE CLUSTERING

SOLUTION: PestPac should create routes that minimize long-distance travel legs by grouping jobs within a tight radius and avoid “crossing paths”.

- **The Vision:** create high-density routes by automatically grouping jobs within a tight geographic radius.
- **The Logic:** actively avoid “crossing paths” to ensure technicians stay focused on their assigned area.
- **The Goal:** transition from “next closest stop” to “geographic pockets” for maximum daily productivity.



ROUTE CLUSTERING

QUESTION:

- A. should technicians be anchored to a permanent neighborhood, or
- B. should the software dynamically cluster them where the work is densest?



TRANSPARENCY

PROBLEM: users don't trust the optimization results because they don't understand the "why" behind a route

- **The Data:** 52% of users lack insight into "why" specific optimization choices are made.
- **The Consequence:** lack of transparency turns the system into a "Black Box," leading to hours of manual double-checking.
- **The Conflict:** users often trust their personal local knowledge over the system's "unexplained" logic.



TRANSPARENCY

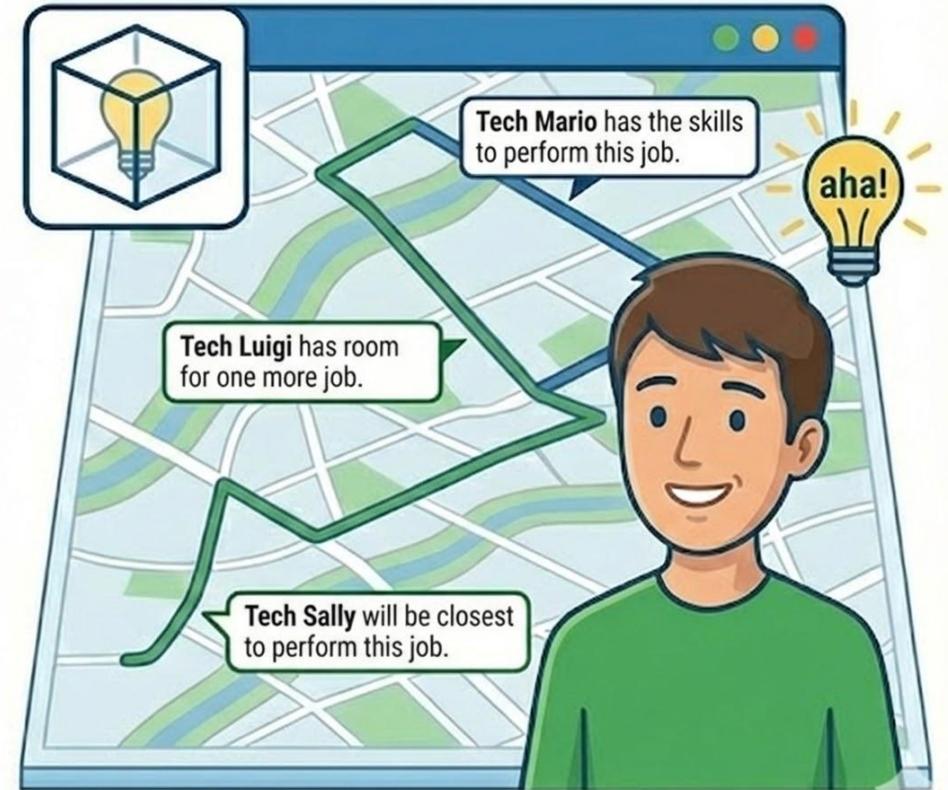
QUESTION: do you currently feel a need for more clarity regarding optimization outcomes?



TRANSPARENCY

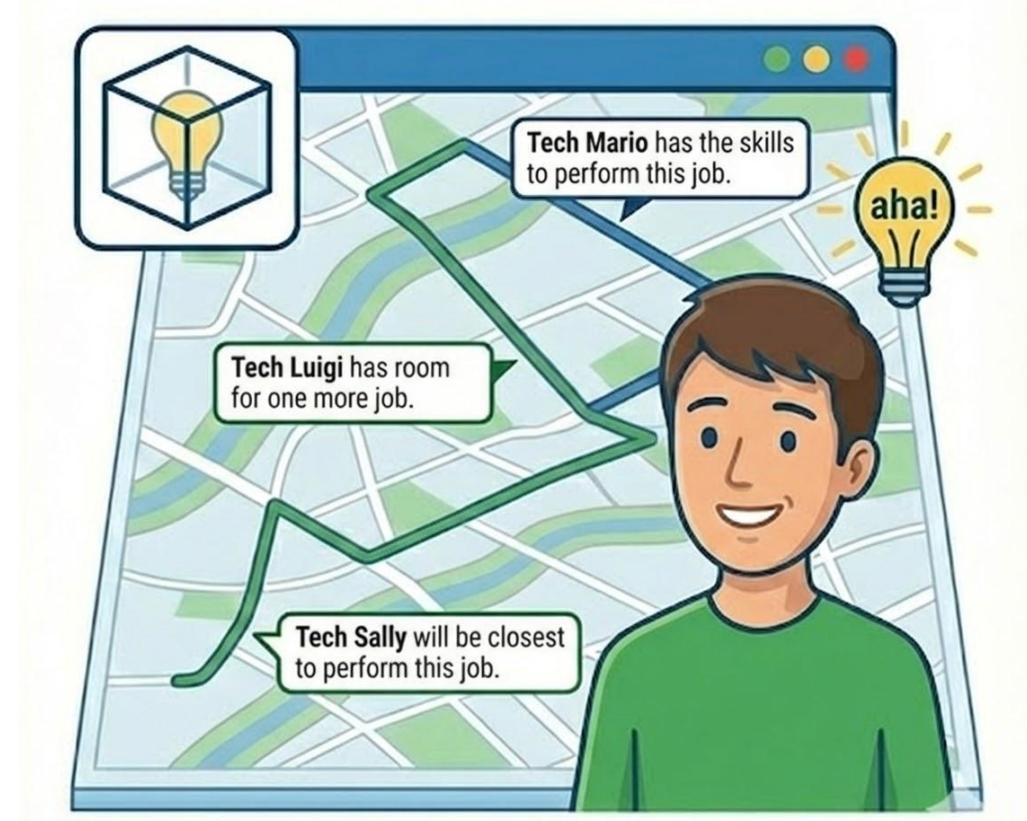
SOLUTION: user want an Intelligent Guidance to understand why the optimization was generated in that way!

- **The Vision:** transition PestPac from providing results to providing actionable insights.
- **The Logic:** introduce a Transparency Layer showing the constraints (skills, traffic, windows) that drove each decision.
- **The Goal:** build enough confidence to eliminate manual route reviews for the 52% of users seeking clarity.



TRANSPARENCY

QUESTION: what information do you wish you had to feel more confident in the route?



USER GUARDRAILS

PROBLEM: inefficient job booking is a major obstacle

- **The Data:** 50% of users report that poor CSR booking decisions are a major obstacle to route efficiency.
- **The Conflict:** inefficient bookings causes the routing algorithm to generate a route that is “broken” from the start.
- **The Impact:** failing to enforce constraints during booking leads to mismatched skills and geographic overlaps.



USER GUARDRAILS

QUESTION: what is the most common booking error that currently 'breaks' your optimized routes—is it putting jobs on the wrong technician, or booking them too far apart geographically?



USER GUARDRAILS

SOLUTION: prevent bookings errors at the “source”

- **The Vision:** PestPac should instantly enforce operational constraints the moment a job is booked.
- **The Logic:** instead of fixing routes after they are optimized, PestPac prevents inefficient CSR bookings from the start.
- **The Goal:** automatically validate every appointment against technician skills, service windows, and geographic area rules in real-time.



USER GUARDRAILS

QUESTION: what would you like your CSR to do/not do while routing?



The "Big Two" Routing Features



HISTORICAL TRAFFIC

**Planned travel times
are not realistic.**

**They should take traffic
into consideration.**



2-VEHICLE SYNC

**Two tech are required at
the same location.**

**PestPac should
automatically support it**

2-VEHICLE SYNCHRONIZATION

PROBLEM: certain complex jobs like fumigation require two technicians at the same location

- **The Conflict:** manually linking these events is difficult, and a single delay on one route can disrupt the entire multi-tech schedule.
- **The Impact:** without a native support in PestPac, these jobs often result in "dry runs" where one technician arrives without the other.



2-VEHICLE SYNCHRONIZATION

QUESTION 1: Is this a scenario you frequently encounter?

QUESTION 2: How much time do you spend manually achieving this?

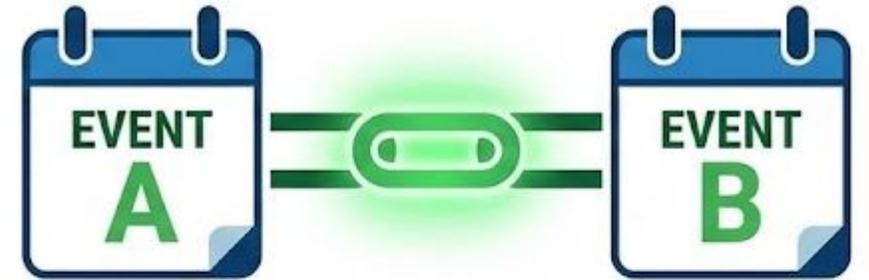
- A. Less than 10 minutes
- B. Between 10 minutes and 1 hour
- C. More than 1 hour



2-VEHICLE SYNCHRONIZATION

SOLUTION: PestPac should support these constraints on the individual order and automatically generate routes that account for them.

- **The Vision:** enable the configuration of specific dependencies (e.g., "Tech 2 follows Tech 1") directly at the individual order level.
- **The Engine:** PestPac's routing engine automatically places both technician into the optimal sequence while respecting that mandatory link.
- **The Result:** two technicians on two different routes performing one perfectly coordinated job with zero manual intervention.



2-VEHICLE SYNCHRONIZATION

QUESTION: when you have a job requiring two technicians, what is the #1 'scheduling rule' that is currently the most painful to manage manually?

- A. **The "Same-Time" Start**
My techs start at the same time
- B. **The "Finish-to-Start" Sequence**
Tech 2 starts after Tech 1 is done
- C. **Other rules**
Which one?



The Road Ahead — Which is Your Top Priority?

- **Route Clustering**
Eliminating "zig-zags" with geographic pockets.
- **Transparency**
Opening the "black box" with intelligent guidance.
- **User Guardrails**
Preventing inefficient routes at the moment of booking.
- **Historical Traffic**
Realistic travel times based on real-world conditions.
- **2-Vehicle Synchronization**
Automated coordination for multi-tech jobs.

Any other major pain points?

Share your feedback using this quick Survey:



Questions?

Session Feedback

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- Give it a rating 1-5 stars

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and receive 20%
off your ticket!**

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CUSTOMER CONFERENCE '27

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Wednesday, February 3, 2027

Hilton New Orleans Riverside

