



PestPac
by WORKWAVE®

FY 2026 Roadmap

The Future of Field Service

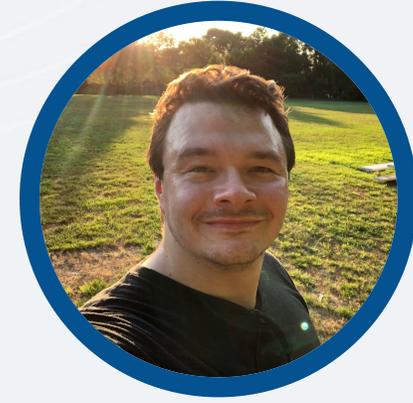
Meet the Team



Kristen Paradiso
Sr. Product Manager, WorkWave



Heath Bertini
Sr. Director of Product, WorkWave



Mike Christ
Sr. Product Manager, WorkWave



Trevor Novak
Product Manager, WorkWave



Nalin Chopra
Group VP of Product, WorkWave

Our Journey With You | Where We're Headed...



118 Million

Services completed



\$18B

Processed



120K

Techs routed



3 Million

Messages sent



\$207.4 Million

Sales won

Building With 3 Things In Mind

#Help Sell More

#Help Service Better

#Reduce Cognitive Load

Amplify Your Field Operations

FY 2026 & Beyond



Provide consistent service quality & clear communication



Give quotes instantly & collect payment easily



Log service details once and get to the next job fast



Service Agent

Support Agent

Know what's needed before I arrive

Scheduling Agent

Start my day with an optimized route

Sales Agent

WAVE

Scheduling Agents

Talent Agents

HR Agents

Asset Agents

Support Agents

Service Agents



Phil
WAlve Digital Scheduler



Miles
WAlve Digital Router



Roy
WAlve Mobile Digital Worker

Goal: Help Unlock Additional Jobs In The Field!

FY 2026 Roadmap Themes



Drive Efficiency

[Autom. of Service Orders \(Q2\)](#) | [Routing Evolution + WAIVE Teammate \(2H\)](#) | [Mobile WAIVE Teammate \(2H\)](#)

Accelerate Growth

[Decision Intelligence \(Q2\)](#) | [In-Field Sales Tools / D2D Sales \(Q2\)](#)

Elevate Customer Engagement

[Technician Tracker \(Q2\)](#) | [Omnichannel: Phone Integrations \(Q2\)](#) | [Autom. Payment Reminders \(2H\)](#) | [WAIVE Rescheduling Teammate \(2H\)](#)

Embedded Fintech Solutions

[Pay Over Time Mobile \(Q1\)](#) | [Pay Over Time + Forms \(Q1\)](#)

Decision Intelligence

STATUS: IN DEVELOPMENT **ETA:** Q2 & 2H'26

Unified Intelligence Hub (Q2)

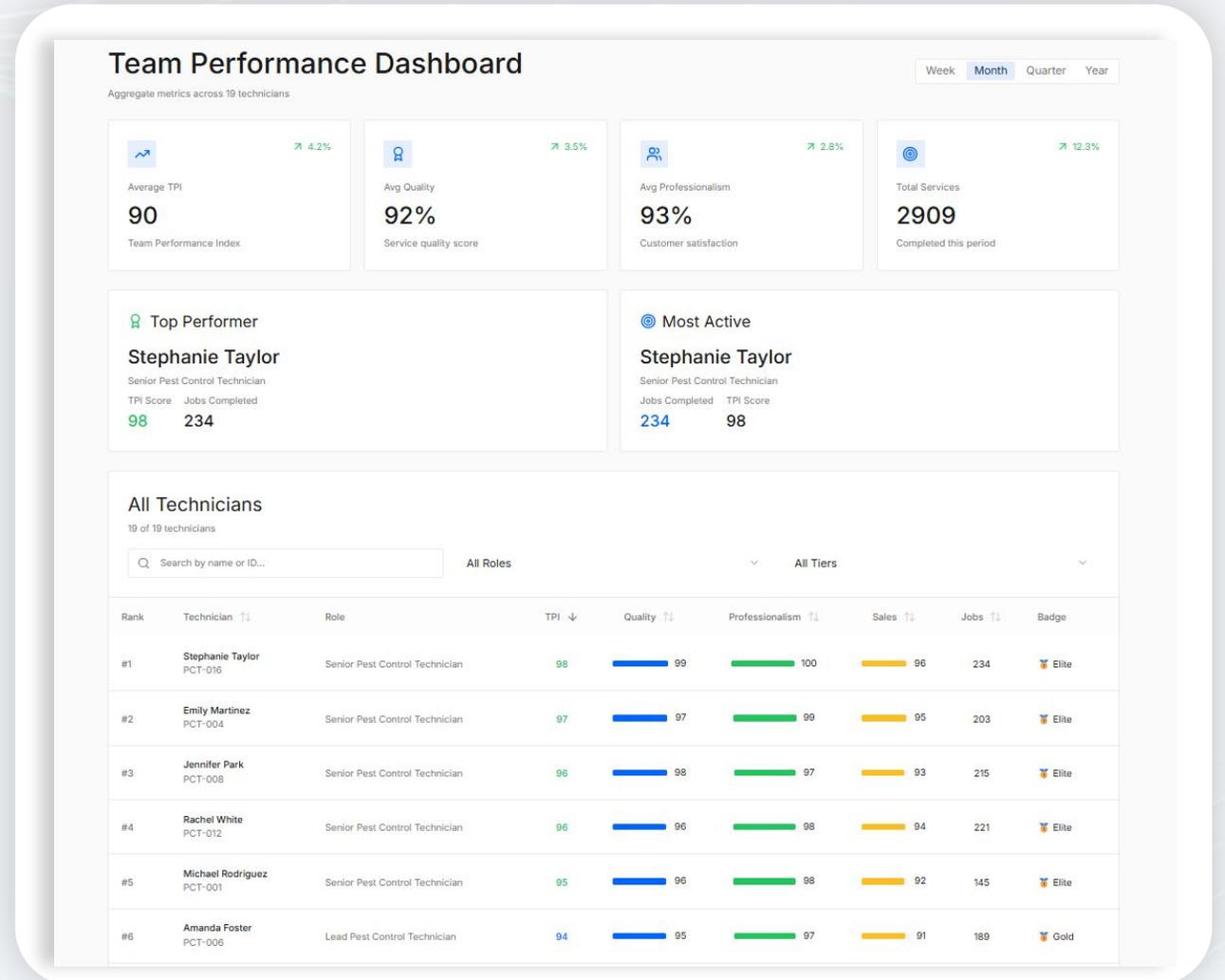
Delivers key metrics across domains all in one place

Industry-Benchmarks (2H)

See how you compare to best-in-class

Recommended Actions (2H)

Proactively guides you to drive towards the Gold Standard



Service Order Generate Automation

STATUS: IN DEVELOPMENT **ETA:** Q2

Scheduled Automation

Set it and forget it! Pick a nightly or monthly schedule

Flexible Rules

Run each branch separately by defining rules

Proactive Monitoring

Get instant alerts if something fails

Walker Professional Company

Automation Settings

Customer notification Service order Payment Auto-apply

Service Order Automation

Create custom, flexible rules to auto-generate work by branch, service type, or charge type—on your schedule. Save time, avoid missed services, and keep your business running smoothly.

Time zone: PSTA

[New rule](#) [View generate history](#)

Columns Filters Density Pause upcoming automation

Name	Interval	Days to generate	Time	Branches	Service classes	Charge types	Active	Delete
Fast Food Franchise - NorthDaily	5		9:00 PM	Atlantic Camden + 8 mo	All	All	<input checked="" type="checkbox"/>	
Warehouses - All	Daily	7	10:00 PM	All	SERVICE CLASS1	Credit card	<input checked="" type="checkbox"/>	
Summer malls - CM only	Monthly	14	11:00 PM	Cape May	SC3 + 3 more	Split Each	<input checked="" type="checkbox"/>	
Strip malls - North	Monthly	30	11:00 PM	Bergen Essex + 5 more	SERVICE CLASS 5	Production + 2 mor	<input checked="" type="checkbox"/>	
Med complex - All	Monthly	30	2:00 AM	All	All	All	<input checked="" type="checkbox"/>	
Residential - NW	Monthly	90	3:00 AM	Hunterdon Mercer + 2 m	SERVICE CLASS 4	Invoice + 3 more	<input checked="" type="checkbox"/>	
Basic Commerical - East	Daily	7	8:00 PM	Essex Hudson + 6 more	All	All	<input type="checkbox"/>	
Multi-unit - All	Monthly	14	11:00 PM	All	SC3 + 2 more	Service order	<input type="checkbox"/>	
Schools - South	Monthly	14	11:00 PM	Atlantic Cape May + 4 m	SERVICECL 2	Invoice	<input type="checkbox"/>	

Rows per page: 10 1-10 of 22

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Technician Tracker: Transparency in Real-Time

STATUS: IN DEVELOPMENT **ETA:** Q2'26

Reduce Call Volume

“Where is my tech?”

Safety & Trust

Know who is coming to the door

Realtime Tracking

See the GPS location on a map

The image displays three mobile app screens for a pest control service. The first screen shows the company logo, name, and service status: 'Planned' for March 17, 10:00 am - 11:00 am. It includes a 'History' section with a progress indicator showing 1 'Not planned' and 2 'Planned' services. The second screen, titled 'Your Technician', introduces Giannis Antetokounmpo, a top-rated technician with over 5 years of experience, and provides contact information: support phone number (252) 555-0126 and support email info@insightsupport.com. The third screen shows the technician's real-time GPS location on a map, with a red pin indicating the current position near Hatfield, NJ. The app interface includes a language toggle for English and a 'Service details' section at the bottom of the first screen.

Pay Over Time: Empower Your Tech

STATUS: IN DEVELOPMENT **ETA:** Q1'26

Increase Close Rates

Eliminate price barriers onsite

Instant Prequalification

Fast, no-credit-impact eligibility

Faster Funding, Zero Hassle

Integrated & secure

Pay Over Time

Prequal Loan app

Your customer will be able to check their maximum eligibility amount in under a minute without impacting their credit score.

Customer's phone #
(XXX) XXX-XXXX

Send prequal app

Payment
Order #247042

Payment Type
Cash Check **Card** ACH

Prequal app sent

Financing available
Services on this job qualify for financing. Give your customer the option to pay over time.

Location Balance: \$0.00
Service Subtotal: \$65.00
Total Due: \$65.00

Payment Amount: _____
Name On Card: _____

Save New Card

Credit Cards on File

*****1111 - Card Name

*****1111 - Card Name

Charge New Card

Tap to Pay: Modernize Your Field Payments

STATUS: IDEATION **ETA:** 2027

Ditch the Hardware

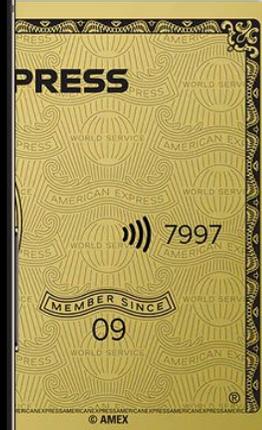
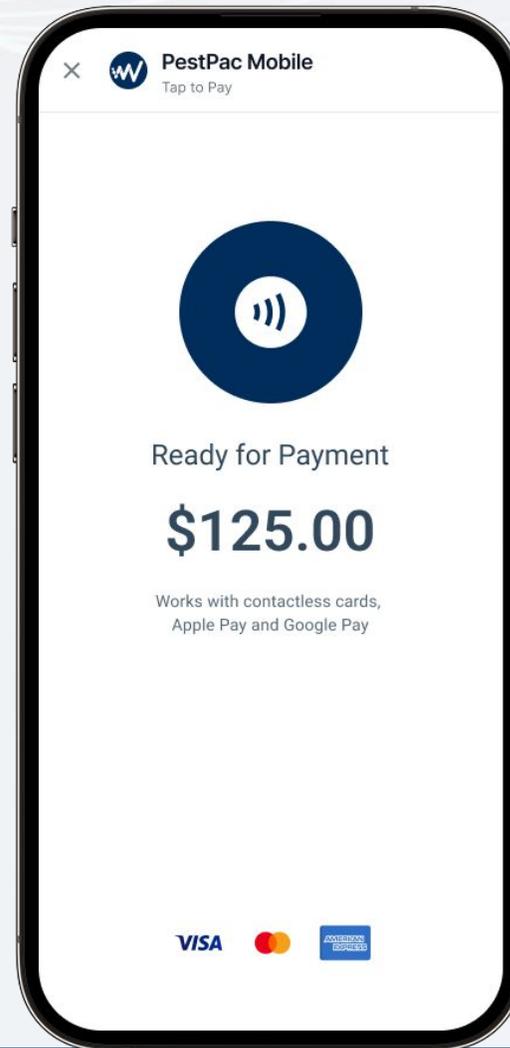
No extra devices needed

Frictionless Checkout

Fast, secure onsite payments

Lock-in Revenue

Simplified AutoPay enrollment



Mobile WAlve Teammate

STATUS: IDEATION **ETA:** 2H 2026

Instant Intelligence

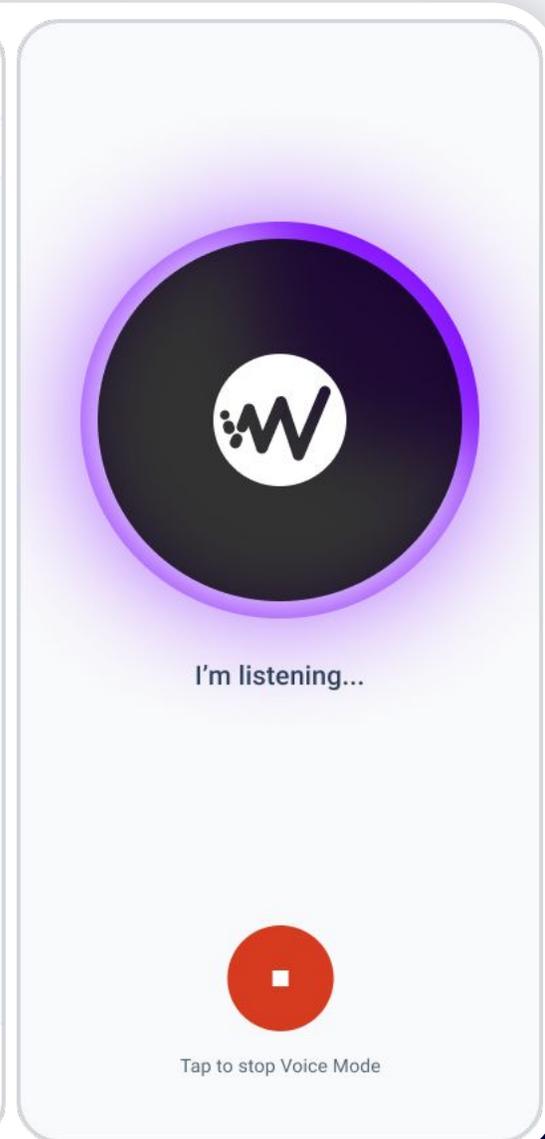
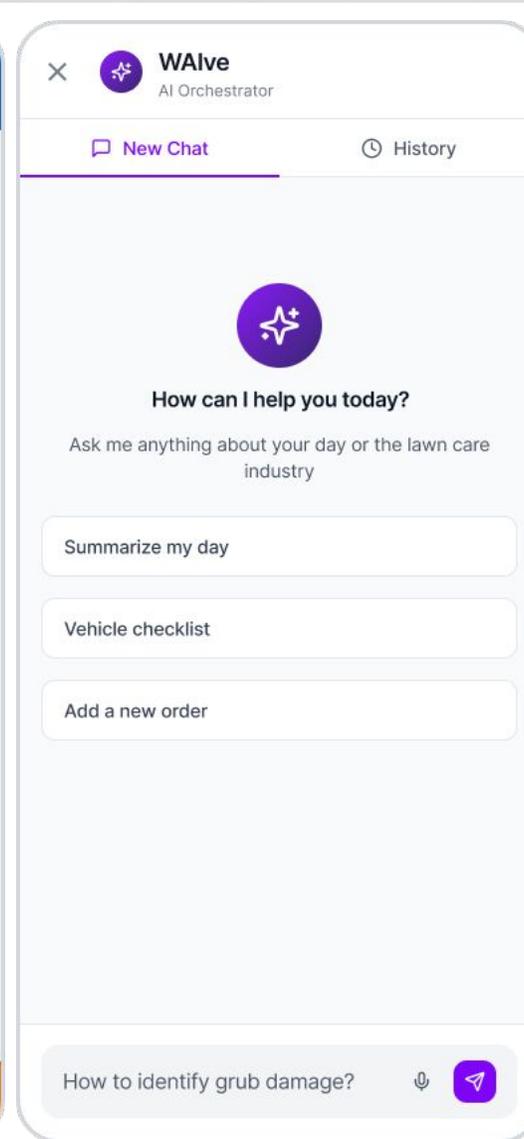
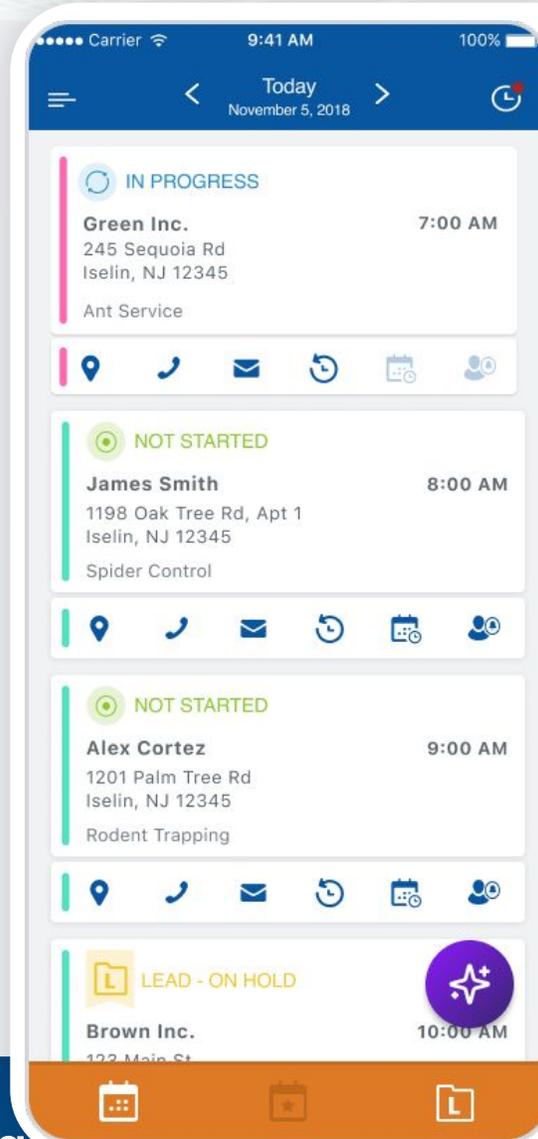
Eliminate "deep-dive" data fatigue

Hands-Free Actions

Voice-powered task automation

Expert-Led Service

Customer-focused, not screen-focused



Routing Evolution + WAlve Teammate

STATUS: IN DEVELOPMENT **ETA:** 2H 2026

Clustering

Automatic and smarter grouping of jobs

WAlve Teammate

A routing expert by your side when planning

Open Forum

Join us tomorrow @ 11:30 to discuss more!

The screenshot displays the PestPac by WorkWave software interface for a user named Jennifer. The main window is titled "Walker Professional" and shows a "Planner" view. On the left, a sidebar menu includes options like "Menu", "Search", "Advanced Search", "+ Customer", "Quick Links", "Calls", "Leads", "Tasks", "PestPac Today", "Appt. Scheduler", "VRM", "Location History", and "MP Inst/Rp Mel".

The main content area is divided into several sections:

- Optimization Summary:** Shows "Num of days: 31", "Start: Wed October 1, 2025", "End: Fri October 31, 2025", and "Routes: 5". It also displays "Scheduled Orders: 65", "Unscheduled Orders: 1", "Locked Unscheduled: 0", and "Remaining Violations: 0".
- Your Current Stats:** Shows "Drive time: -", "Miles: 0.00", and "Work time: 20min". There are buttons for "Take a snapshot" and "Compare snapshots".
- Map:** A map view showing a route with several stops. A tooltip says "Ask Miles about unscheduled orders".
- Timeline:** A table view showing orders for two technicians: "Route A John Davis" and "Route B Sarah Martinez". The timeline is grouped by date and shows orders from 8 AM to 4 PM.
- WAlve AI routing companion:** A sidebar on the right with a search bar and a list of alerts. One alert states: "Order #86753 assigned to Ace Colle is unreachable because its required service window conflicts with the assigned technician's working hours." Another alert states: "Order #86753 assigned to Ace Colle Order requires service window Requires service on Mon, Oct 27 between 9:00 AM - 12:00 PM." A third alert states: "Ace Colle Technician unavailable for service Is set as Unavailable on Mon, Oct 27 for 'Personal Time Off'". There are buttons for "Find another tech who is available", "Move this order to the tech's next available day", and "View this tech's full schedule".

Automated Payment Reminder

STATUS: IDEATION **ETA:** 2H 2026

A/R via SMS

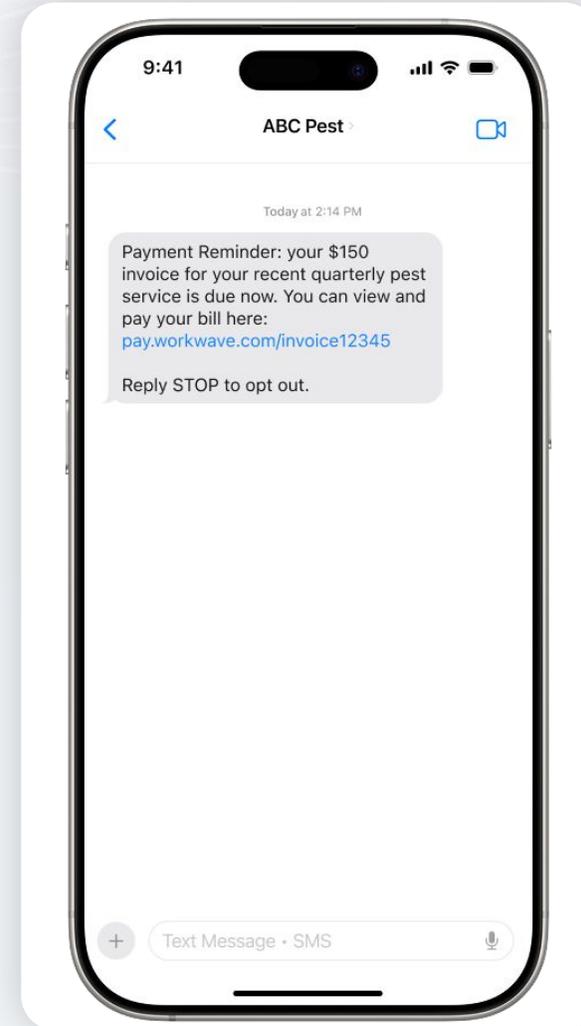
Meet customers where they are – their phones

Collect Payment Faster

Auto-trigger payment reminders and ways to pay

Trust & Safety

TCPA, state, & 10DLC compliant messaging



Comm. Center: Phone Integrations

STATUS: IN BETA **ETA:** Q2 2026

Phone

Answer, place, and log phone calls in Comm. Center

Best in Class Vendors

Simple setup with Voice for Pest and RingCentral.

Understand the Journey

All channels combine within Wavelytics.

The screenshot displays the WorkWave Communication Center interface. At the top, there are navigation tabs for 'Inbox' and 'Reports', and a status indicator 'Available'. The main area is divided into several sections:

- Inbox:** Shows a list of messages and calls. A 'New Call' button is visible, along with statistics: 77 Calls Today, 0 Voicemail, 0 Reminders, and 0 Messages.
- Unassigned / Open / All:** A list of messages and calls from various contacts like John Peters, Mike Christ, Candace Parker, etc.
- Phone Reconn Home Services:** A detailed view of a call from John Peters (+16316038504) on January 18, 2024. It shows the call started at 9:02 AM, was rescheduled, and ended at 9:08 AM. A transcript is available.
- Conversation summary:** A summary of the call, mentioning that the customer called to reschedule a service, which was successfully done by Bobby Burger.
- Location details:** Information for John Peters, including address (313 Jean Baptiste Point du Sa...), city (Holmdel, NJ), and phone numbers.
- Bill-to:** Billing information for Hanna Riesling, showing a balance of -\$1,470.00 and a credit of +\$520.00.
- Conversations:** A list of recent conversations, including the current one with Bobby Burger.

WAlve Rescheduling Teammate

STATUS: IN DEVELOPMENT **ETA:** 2H 2026

Rescheduling Done Right

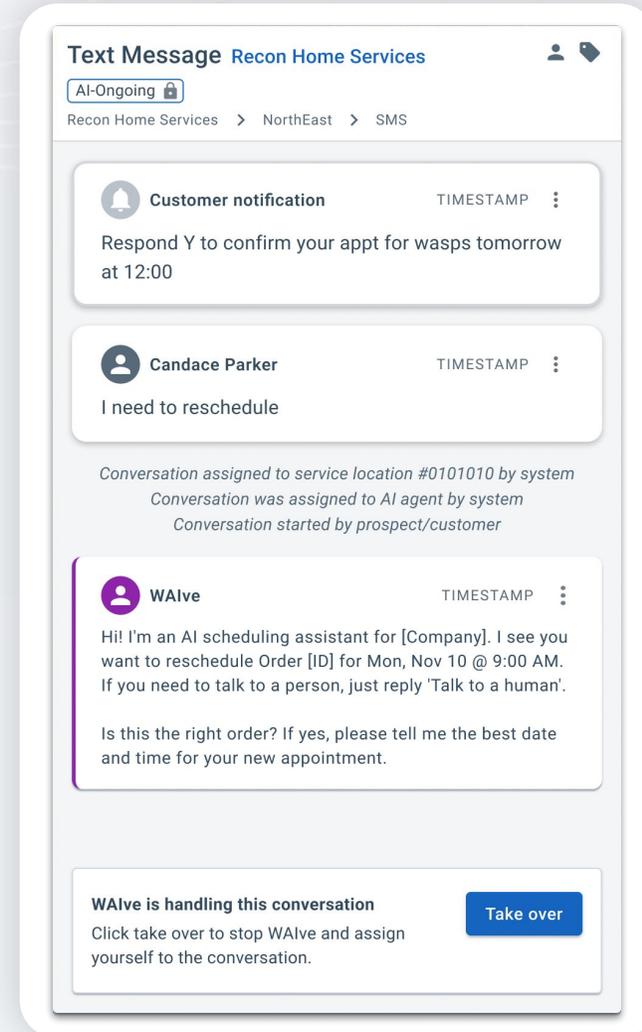
Customers choose their channel and get help 24/7.

AI <3's Focus

AI tools work best when solving 1 problem really well.

Trust & Safety

Secure and brand safe with a human in the loop.



In-Field Sales / D2D

The new visual layer of Sales Center helping you in the office or out in the field

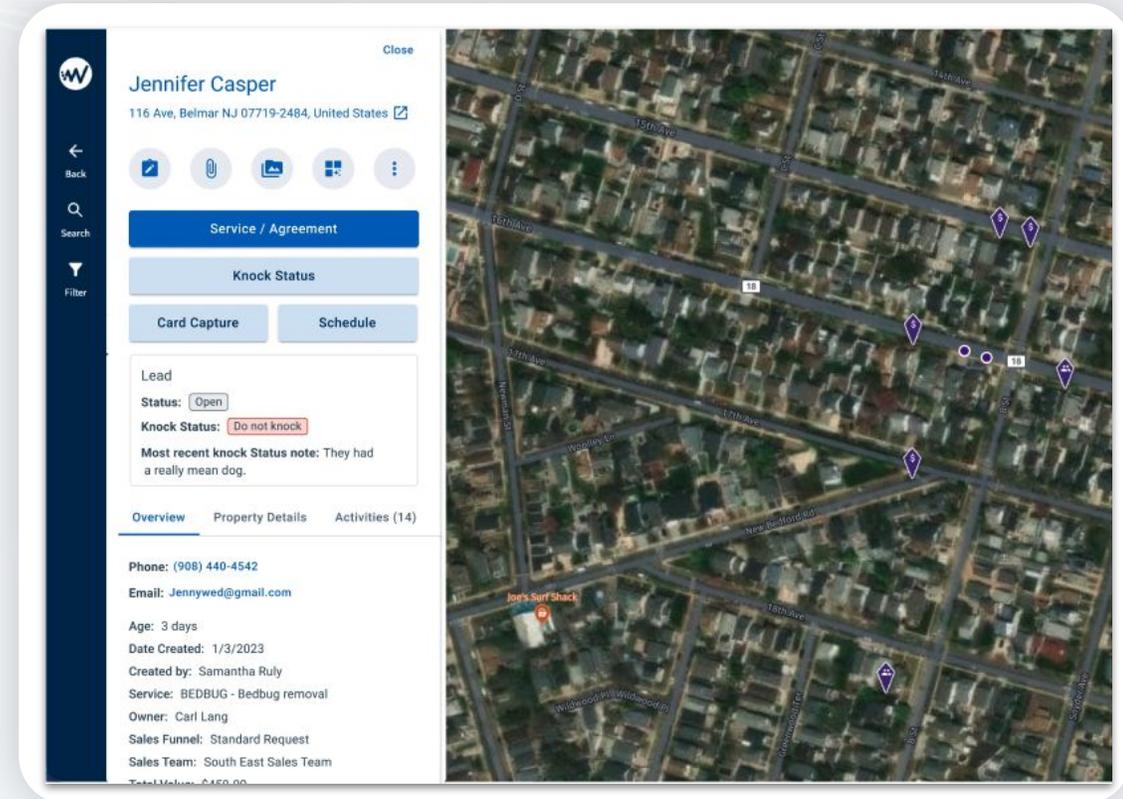
ETA: Q2 2026

Embedded map to unlock new workflows and upsells

- "I see you backup to a pond.."
- "I see your neighbors on both sides use us for mosquito control.."

Embedded property details for instant insight into homes and businesses for faster quotes without leaving the screen.

Embedded door knocking tools to empower door-to-door teams to manage and track their progress and sales.



Powered by



Offer Consumer Financing via Wisetack

ETA: Q1 2026

How it accelerates sales:

Higher conversion rate: Close more expensive jobs which qualify for consumer financing.

Embedded experience: Consumer can initiate financing right from the agreement.

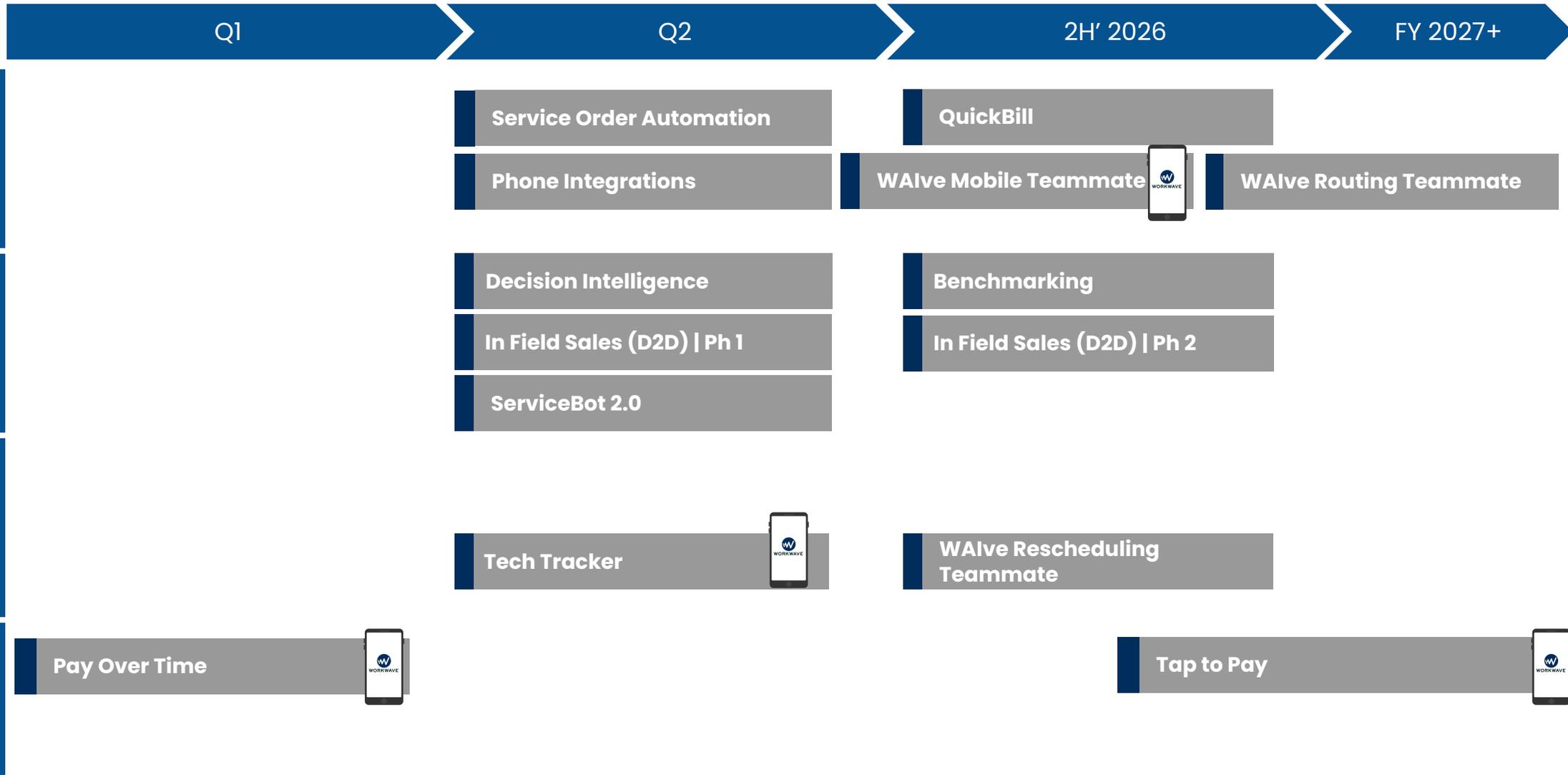
The screenshot displays a mobile application interface for a service agreement. On the left, there is a form with a 'Next' button at the top right. The form includes a section for 'Preparation Instructions' with the text 'Remove all pets and kids.' Below this is a 'TERMS & CONDITIONS' section containing placeholder text. At the bottom of the form, there are fields for 'Customer Initial:', 'Employee Signature:', 'Date: 12/12/2025', 'Customer Signature:', and 'Date: Date2'. On the right side, a white overlay window is open, featuring the Wisetack logo and the text 'Pay as low as \$171.15/mo*'. It prompts the user to 'Enter your mobile number to see financing options available for you.' and includes a 'Mobile Number *' input field and a 'See financing options' button. A 'Learn More' link and a disclaimer are also present in the overlay.

Powered by 

Roadmap



2026 Roadmap: PestPac



Questions?

Session Feedback

- Login to the Event Mobile App
- Add this session to your schedule
- Click Survey
- Give it a rating 1-5 stars

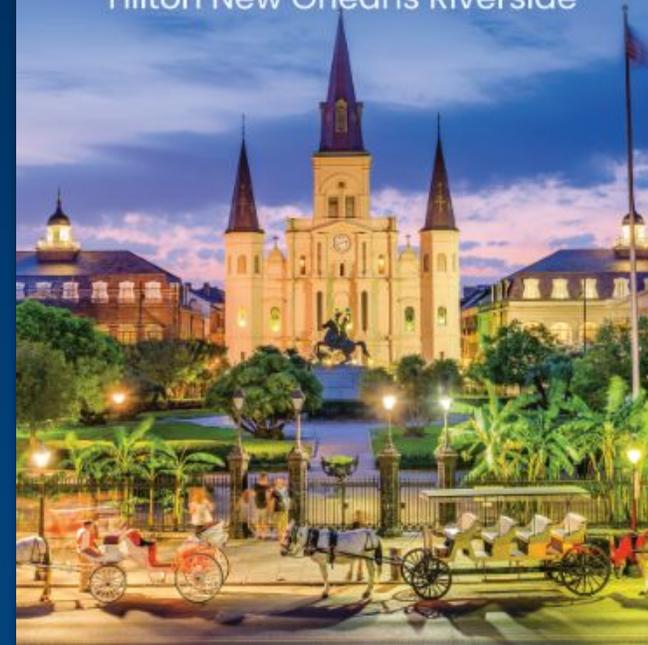
**Sign up on 2/4
and receive 20%
off your ticket!**

 **BEYOND SERVICE**
CUSTOMER CONFERENCE '27

**SEE YOU IN
NEW ORLEANS!**

Sunday, January 31, through
Wednesday, February 3, 2027

Hilton New Orleans Riverside



Appendix

Do a Case Study with us

Why do a case study?

- **Help others:** Showcase what's working so other members of our community can benefit.
- **You have our ear:** Meet with our product, engineering, and design team members to highlight product areas you would like to see improvements.

CASE STUDY

Strike While the Iron Is Hot: How Blasingame Pest Management Digitized Sales to Drive Conversions

Blasingame Pest Management, a third-generation, family-owned pest control company in Georgia, was looking for a solution to missed opportunities and operational inefficiencies. By implementing Sales Center and integrating it with their existing PestPac software, they centralized their sales process, enabling instant agreement generation and seamless customer onboarding.



DOWNLOAD CASE STUDY

- **Brand Recognition:** Get your name and story out via WorkWave's marketing channels, including press, trade, web and social.

Mobile Focus Groups



Scan to explore prototypes, provide feedback, & shape the future

2026 Contenders

We Would Like To Partner With You!

Join our focus groups and expect a follow up survey to rank these

Drive Efficiency

SMS Payment Reminders

Send SMS payment reminder after service is completed and every X days until paid. Links to Epay site

Auto Posting Of Jobs

Send billing out more quickly without having to review and release order posting batches. Automate reviewing comments and materials

Form Packets

Group several forms into a single PDF before sending to the customer

Archiving on Closed Won Queue (CWQ)

Remove old records from the CWQ and other UX enhancements

Quick Search Improvements

Ability to search for customers more easily with better fuzzy search (eg NW Main St and N.W. Main Street yield similar results)

Bestfit Results Sort Order

Improving the way we sort Bestfit results to find shortest driven distance instead of As-the-crow-flies.

Customer Engagement

Embed Photos on Inspection Reports

Provide better post-service details and context with photos to support your findings