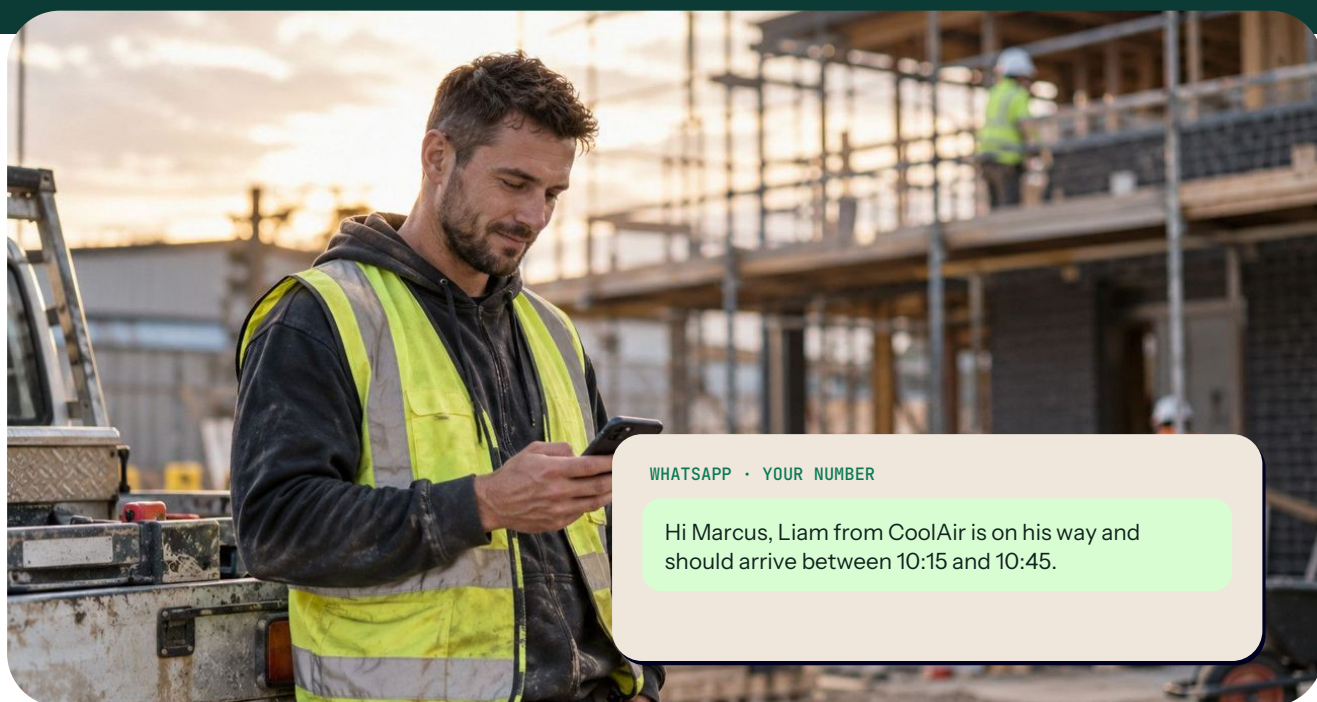


# Keep customers in the loop from booking to done.

Tell customers when a technician is on the way, when a job is finished and what happens next, all from your dispatch sheet.



## INSIDE THIS GUIDE

- The moment and why it slips
- A sample conversation
- Message templates to adapt
- Node-by-node build
- How the journey works
- The data you need
- Example sheet
- What to measure

01

## At a glance

### TEAM

Support

### STARTS FROM

Google Sheets, Zapier

### TRIGGER

Your job-management tool updates a dispatch sheet (or a Zap fires) when a job is scheduled, en route or completed.

### GOAL

Fewer “where are you?” calls, happier customers and faster payment.

### STOPS WHEN

Job completed and final message sent, or opt-out.

### LIKELY META CATEGORY

Utility. Meta confirms it when it reviews your template.

02

## In practice

Customers who take time off for a technician want to know when they’ll arrive. Status updates from your dispatch sheet (scheduled, on the way, done) cut “where are you?” calls and make the final invoice feel expected.

03

## The moment

### THE MOMENT

A customer took the morning off work and doesn’t know when the plumber will arrive.

### WHY IT SLIPS TODAY

Customers ring the office asking “When will they get here?”, and office staff ring technicians to find out.

### WHAT CHANGES

Fewer “where are you?” calls, happier customers and faster payment.

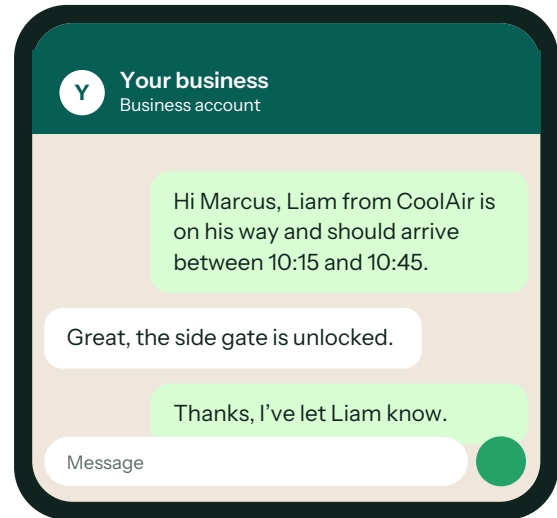
04

## How the journey works

The steps on the left, and what your customer sees on the right.

**Trigger:** Your job-management tool updates a dispatch sheet (or a Zap fires) when a job is scheduled, en route or completed.

- 1 **Scheduled**  
Confirm the date, arrival window and technician.
- 2 **On the way**  
When the technician leaves, send the updated time.
- 3 **Completed**  
Summary and next step: invoice, warranty or review link.
- 4 **Questions**  
Replies go to the office.



A fictional example. Write templates in your own voice and get them approved by Meta.

### Stops when

Job completed and final message sent, or opt-out.

05

## Data you need

Each item is a column in your Google Sheet, a field from Zapier or a Shopify property. Only the WhatsApp number is required.

- First name
- WhatsApp number
- Job number
- Technician
- Arrival window
- Status

## 06 Set it up in ConvoHut

- [ ] Get job status changes into a sheet (export or Zapier).
- [ ] Create scheduled, en-route and completed templates.
- [ ] Set journeys to start when the status column changes.
- [ ] Route replies to the office.

## 07 The message sequence

Example templates. `{{variables}}` are filled from your sheet or store. Submit each one to Meta for approval.

### 1. When scheduled

UTILITY · `job_scheduled_v1`

Hi `{{first_name}}`, your `{{job}}` is booked for `{{date}}`, arriving between `{{window}}`. Technician: `{{tech}}`.

### 2. When en route

UTILITY · `job_enroute_v1`

`{{tech}}` is on the way and should arrive by `{{eta}}`.

Buttons: Gate code / access info

### 3. When completed

UTILITY · `job_done_v1`

All done, `{{first_name}}`. Summary and invoice: `{{link}}`. Reply with any questions.

## 08 Example sheet

Only the phone column is required. Example data only.

| first_name | phone      | job            | tech | status    | eta     |
|------------|------------|----------------|------|-----------|---------|
| Marcus     | +614... .. | Aircon service | Liam | en route  | 10:30am |
| Sara       | +614... .. | Hot water      | Ben  | scheduled | —       |
| Ivan       | +614... .. | Pest control   | Kai  | completed | —       |

## 09 Build it in ConvoHut, node by node

|                |                         |                                                                                   |
|----------------|-------------------------|-----------------------------------------------------------------------------------|
| TRIGGER        | <b>New Sheet Row</b>    | Your job-management tool adds a row on each status change (via export or Zapier). |
| CONDITION      | <b>status</b>           | Branch to the right message.                                                      |
| SEND MESSAGE   | <b>job_enroute_v1</b>   | Or scheduled / completed.                                                         |
| WAIT FOR REPLY | <b>Timeout: 2 hours</b> |                                                                                   |
| NOTIFY ME      | <b>On reply</b>         | Access notes go to the technician.                                                |
| END FLOW       |                         |                                                                                   |

## 10 Branches

### ON REPLY

Access notes and questions go to the office or technician.

### ON TIMEOUT

No further messages for that status.

### ON OPT-OUT

The contact leaves the journey and is excluded from future marketing messages.

## 11 Mistakes to avoid

- Promising exact arrival times.
- Not telling customers when you're running late.
- Sending the invoice before the job is done.

## 12 Measure and improve

### What to measure

- Updates sent
- Inbound "where are you?" calls
- Replies handled
- Invoices paid after completion

### Good practice

- Give a window, not a promise.
- Tell customers early when you're running late.
- Close the loop when the job's done.

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## Variations to try

- Plumbing, electrical, HVAC
- Cleaning and pest control
- Appliance repair and installation
- Removals

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## Questions

**Can a journey start when a status column changes?**

Yes. Add a row per status change, or use a Zap to send the event.

**Can I send the technician's photo?**

Templates can include a header image, subject to Meta's review.

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## Responsible messaging

### Consent first

Only message people who have given you their WhatsApp number and agreed to hear from you. Include a clear way to opt out of marketing messages, honour opt-outs immediately and keep sensitive personal details (such as health information) out of messages.

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## Your next steps

1

### Pick a journey

Choose the follow-up with the clearest goal for your business.

2

### Connect your data

A Google Sheet, Zapier app or Shopify store. Only the phone number is required.

3

### Go live in a week

Get templates approved, test with your own number and switch it on.

READY TO START?

## Start your 7-day free trial

Free onboarding, training and Meta verification help on every plan. Connect your number in about 15 minutes.

[dashboard.convohut.com](https://dashboard.convohut.com) · Book a demo: [convohut.com/demo](https://convohut.com/demo)