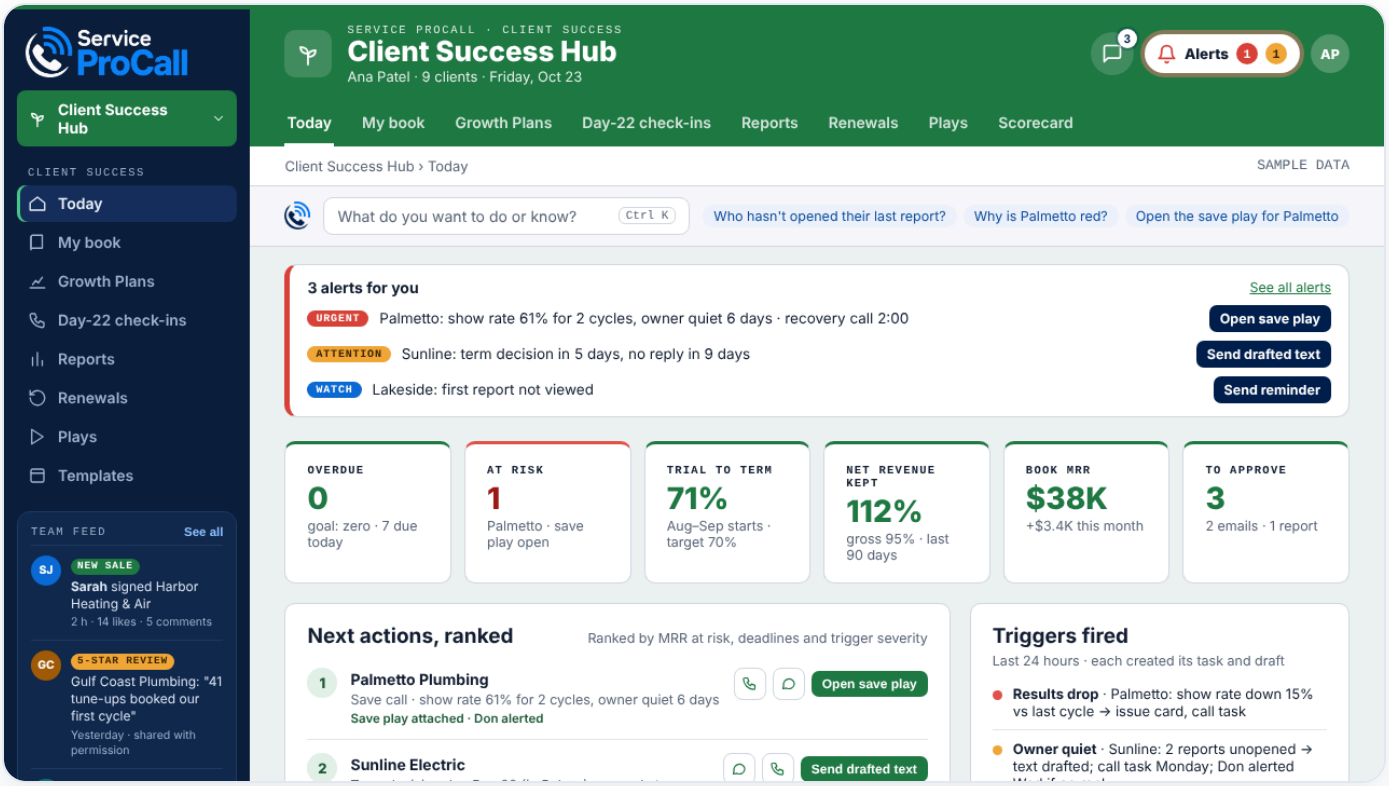
ProCall Hub: the platform behind every campaign we run.

Most call centers run on a dialer, a spreadsheet and a monthly report. We built our own platform, ProCall Hub, so every call, booking, alert and result for your campaign lives in one place and updates through the day. It's how a focused team with deep home-services experience outpaces much larger vendors.



Our client success team's home screen: alerts first, then ranked next actions and every client's results. Sample data.

Built in-house by Service ProCall. Every feature answers one question: **does it get more of your customers booked, shown and sold?**

One record, start to finish

Your audit, launch, campaigns, calls and results sit on one record that every team member works from.

Problems caught the same day

A slipping show rate or a campaign behind pace raises an alert with an owner and ranked fixes, not a surprise at month end.

Every role guided daily

Each person starts the day with a plan built from your campaign's needs, so nothing waits on someone remembering.

Results you can verify

Bookings are matched by job number to your own field-service software, not to our spreadsheet.

One record, fed by the systems you already use.

Your company is one record in ProCall Hub from the first conversation to renewal. Everyone who works on your account works from it, and its numbers come straight from your field-service software and our phone systems, so nobody retypes them.

Your journey with us, on one record

1. **Equity Audit** — We size the revenue in your customer database
2. **Onboarding** — Day 0 to 14, every step with an owner
3. **Go-live** — Targeted by Day 14
4. **Day-22 check-in** — First results and what to improve
5. **Every 2 weeks** — Results: bookings, shows and return
6. **Growth Plan** — Day 45 plan, Day 90 review
7. **Renewal** — Planned well before term end

The same record carries every call, message, document and result, so you never repeat yourself to a new contact.

How your results reach you

Your field-service software
Bookings, confirmations, shows, cancellations and sold revenue

Our campaign dialer
Every call, outcome and booking our agents make for you

Our team's phones and email
Calls, recordings, summaries and messages with your team

→

ProCall Hub

- Matches every booking to your job number and our campaign
- Cross-checks sources and flags anything that doesn't agree
- Turns slips into alerts with an owner and a fix

→

Your Client Hub
Results, appointments and recordings, any time

Reports and reviews
Every two weeks, plus your Growth Plan reviews

Your client success manager
Acts on the same numbers you see

Within 15 min
Calls and bookings from our dialer reach ProCall Hub

Through the day
Results from your software, live where your plan allows

Time and source
Shown on every number, so you know how fresh it is

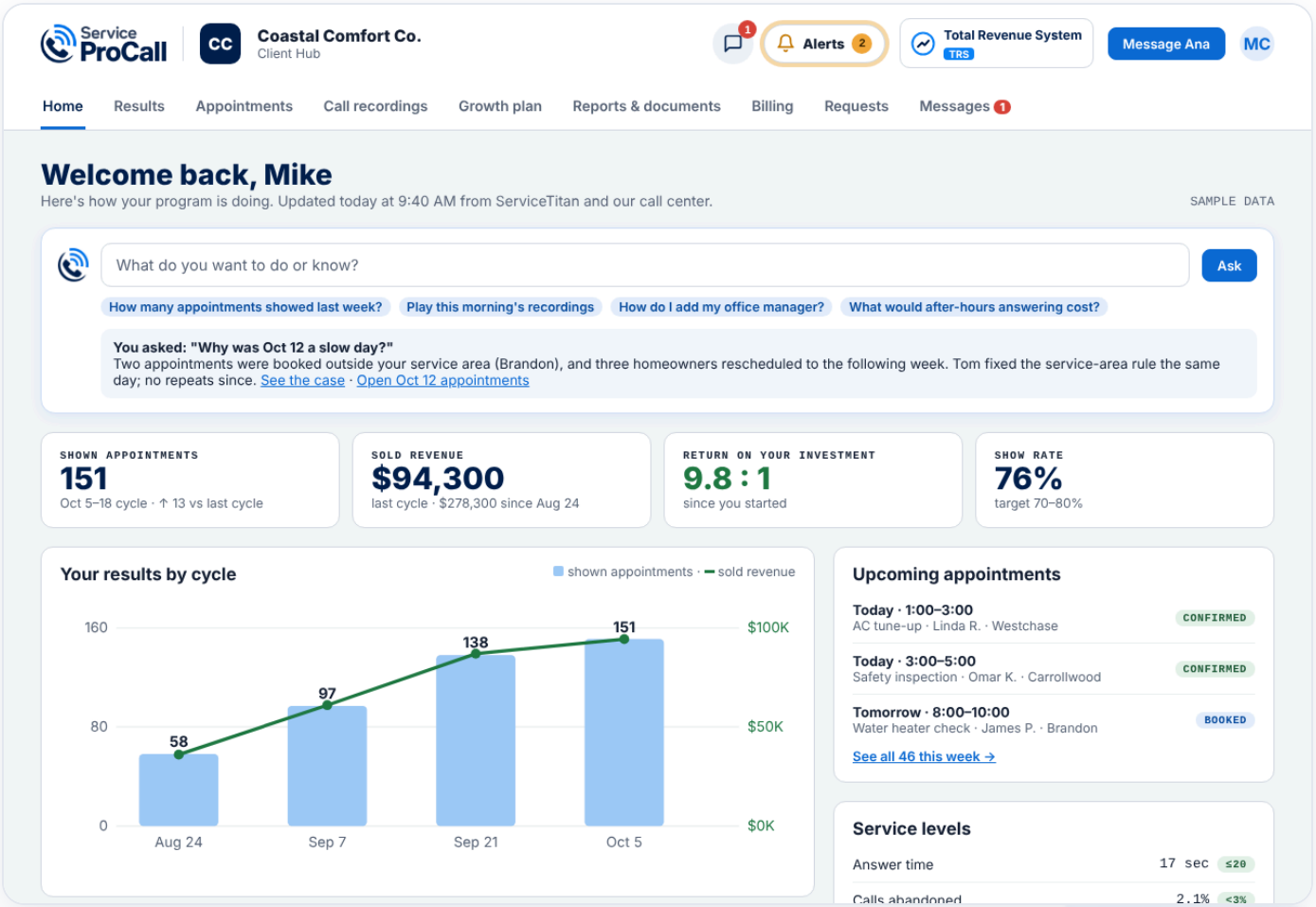
Live data first

We connect the best way your software and plan allow, from a direct connection to a scheduled report, and move up as access opens. Ready-made setups for:

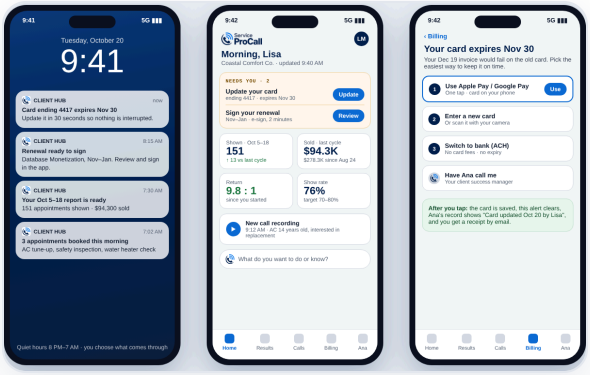
ServiceTitan · Housecall Pro · Jobber · FieldEdge · Service Fusion · Successware · Workiz · FieldPulse

You see what we see, any time.

Every client gets a secure Client Hub, set up the day you start, on the web and, as it rolls out, on iPhone and Android. No waiting for a report or chasing an update.



The Client Hub home page: shown appointments, sold revenue, return on investment and show rate by cycle. Sample data.



The Client Hub app for iPhone and Android. Sample data.

What's in your Client Hub

- **Results and return**, cycle by cycle
- **Every appointment**, with show status
- **Call recordings** and summaries
- **Service levels** against your agreement
- **Your Growth Plan**, with a one-click quote request
- **Onboarding steps** for your software that tick themselves off
- **Reports, documents**, e-signature and invoices
- **Chat** with your client success manager
- **Alerts you control**: push, text or email, with quiet hours
- **Your own login** with two-step verification, and roles for the owner, office and dispatch

Live in 14 days, with you in the loop.

Day 0 is the day your first month is received. From there every step has an owner and a date in ProCall Hub, and you track your own steps in the Client Hub.

Your first 14 days

Day 0	Day 1–3	Day 3–5	Day 3–7	Day 5–12	Day 12–14
Welcome Your Client Hub logins arrive and your onboarding meeting is booked.	**Onboarding meeting** Meet your client success manager. We confirm services, booking rules and service area. You: list, logins	**Scripts** Drafted from our proven templates for each call type, in your company's voice. You: approve	**Your list** Scrubbed against national, state and your own do-not-call lists, then loaded in call order.	**Campaign and agents** Campaign built and checked; agents trained and certified on your scripts, service area and pricing.	**Test bookings, then go-live** Test bookings land in your software and are confirmed with dispatch. Every gate item signed off. You: confirm

Launch-week check-ins → Day-22 check-in → Results every 2 weeks → Growth Plan by Day 45

Your data, protected

Working inside your systems is a privilege. These rules are written into your agreement and built into ProCall Hub.

Your logins, your control

Our agents book with named logins you issue for your software, and you can revoke them at any time. No shared logins, bots or bulk exports without your written approval.

Only the data we need

Reports are filtered to our campaign. Customer data is used only for your program and kept for the term plus the final true-up, then deleted or returned, except records the law requires us to keep.

Compliance built in

Every list is scrubbed before it's called. Calling hours follow each homeowner's state and time zone, recordings carry the required disclosure, and an opt-out on any channel applies everywhere.

Every action on the record

Two-step sign-in, roles that limit who sees billing, and a log of every login, download and change, so you always know who did what.

CSM — Client success manager
Your main contact from Day 0: kickoff, check-ins, reports and your Growth Plan

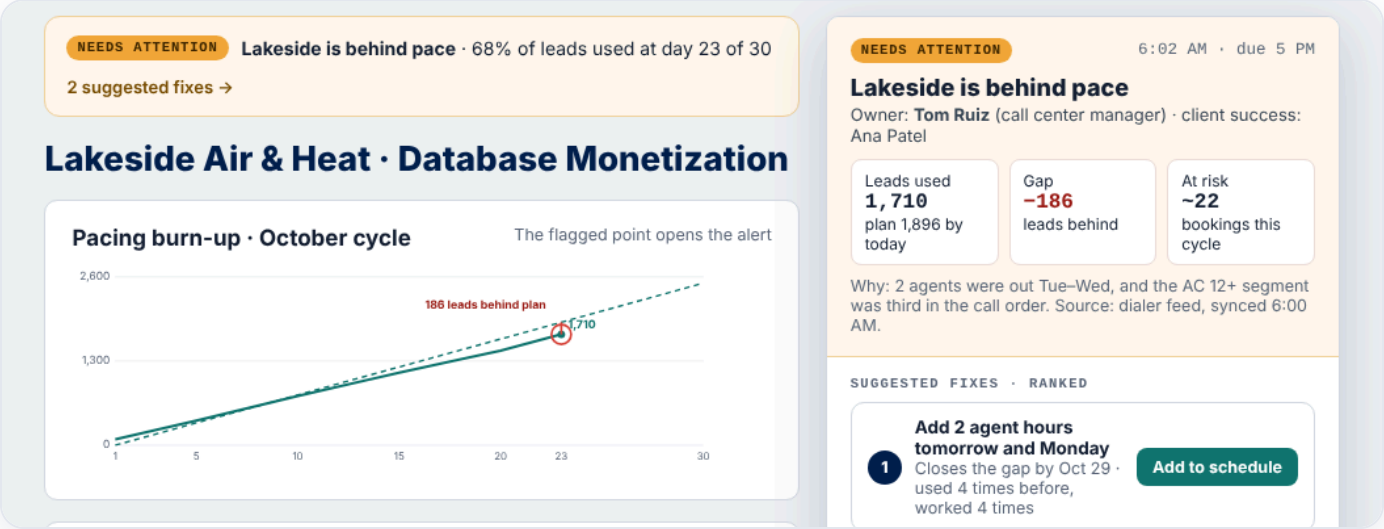
ON — Onboarding specialist
Gathers what we need and gets your approval on scripts and rules

CC — Call center manager
Builds your campaign, trains the agents and watches pacing daily

AG — Certified agents
Trained on your scripts, service area and pricing before they dial

Agile by design, accountable by default.

Speed only matters if it's pointed at the right problem. ProCall Hub spots the problem, suggests the fix and makes sure someone owns it.



A campaign falls behind pace: ProCall Hub flags it on the chart, explains why and offers ranked fixes the owner can act on in one click. Sample data.

	A TYPICAL CALL CENTER	SERVICE PROCALL ON PROCALL HUB
Reporting	A monthly spreadsheet	Results through the day, matched job by job to your field-service software
Your data	Typed in by hand	Pulled from your software and our dialer, with the time and source on every number
When results slip	Noticed at month end	An alert the same day, with an owner, a deadline and ranked fixes
Your visibility	Ask for an update	Your own Client Hub, around the clock
Going live	Weeks of back-and-forth	Live in about 14 days, with your steps tracked in the Client Hub
Accountability	Agent call counts	Daily goals for every role, with coaching when one slips
Hand-offs	Start over with each new contact	One record from the first call to renewal
Changes	Weeks to update a script or list	Approved changes tracked and live within days

See it for yourself.

Ask our Client Success Manager, Don Queen, for a live walkthrough of ProCall Hub during your Database Equity Audit. ProCall Hub is built in-house and released in stages; we'll show you what's live for your launch.

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