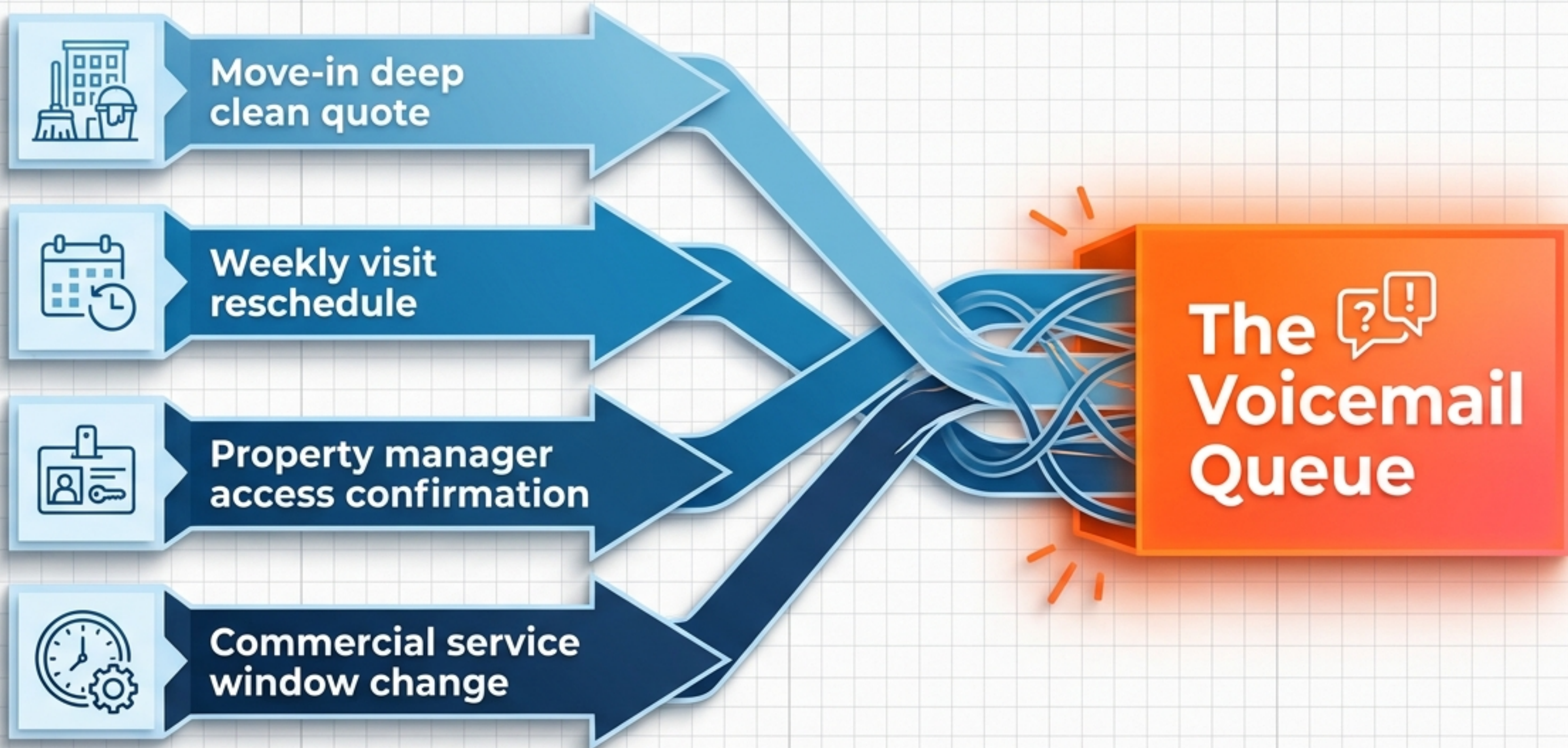




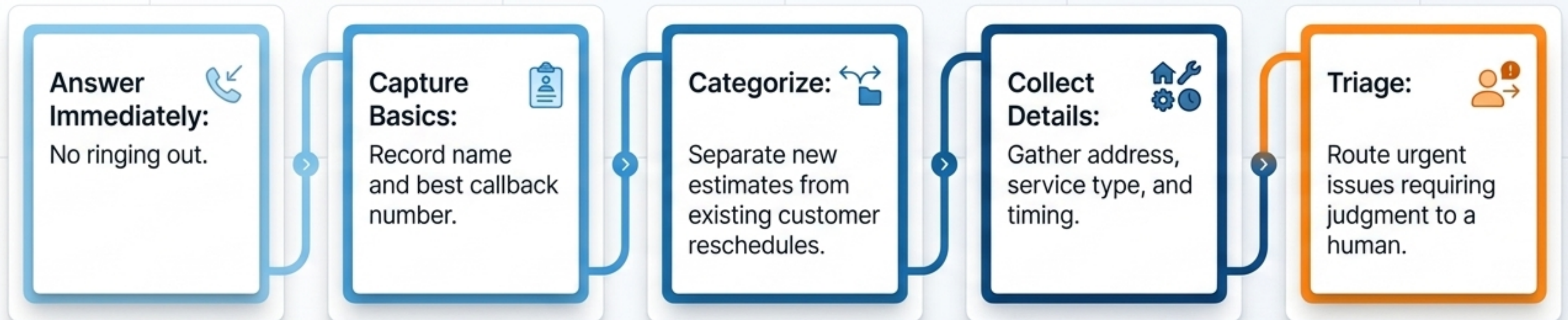
The Clean Switchboard: A Routing Playbook for Miami Cleaning Companies

**How to route estimate requests and reschedules
before they turn into lost jobs.**



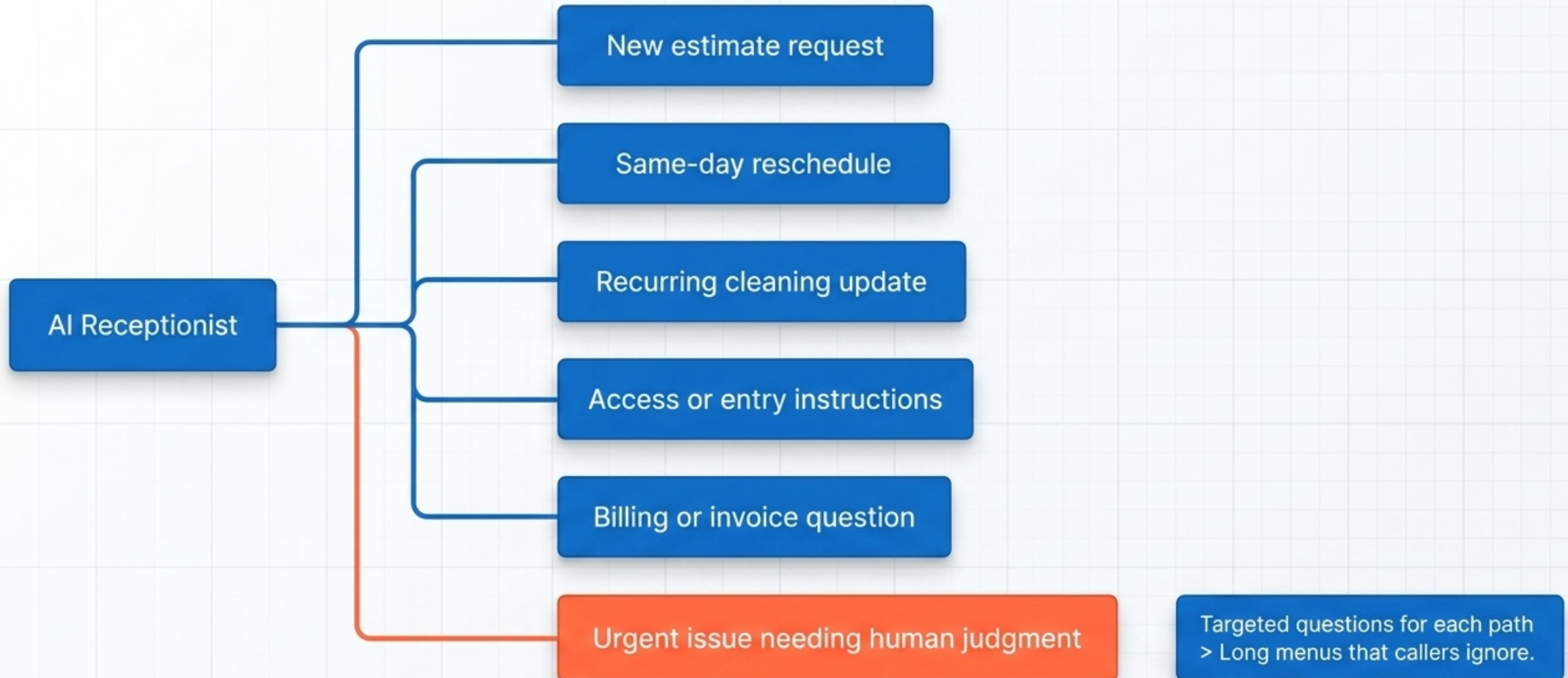
The office has to triage after the fact. The caller feels ignored, and the next business day starts with a pile of messages instead of a clean queue.

The First-Response Mandate



Keep the team in control. Don't make the caller wait for a callback just to explain the basics.

The 6-Path Routing Blueprint



The Diagnostic Matrix: Automate vs. Escalate

Automated via AI (Scriptable)

- ✓ - Basic estimate requests
- ✓ - Routine schedule changes
- ✓ - Access and entry details
- ✓ - Standard billing queries

Human Judgment Required

- ! - Pricing exceptions
- ! - Damaged-property complaints
- ! - Move-out disputes
- ! - Commercial contract changes
- ! - Access problems

The goal is not to eliminate people. The goal is to keep the first step from getting lost.

The Miami Context



Fast Schedules

People move frequently; vacation rentals turn over on short notice.



Dynamic Logistics

Property managers constantly adjust access windows.



Bilingual Needs

English and Spanish must both be handled seamlessly without confusion.

When the caller knows the office captures changes instantly, the rest of the schedule is easier to protect.

The Pre-Launch Testing Checklist

- ☒ A new estimate for a move-out clean
- ☒ A same-day reschedule from an existing customer
- ☒ A property manager asking for access instructions
- ☒ A commercial account changing the service window
- ☒ A caller who is upset and needs a fast human transfer

VALIDATION: IF THE SYSTEM CAN SEPARATE THESE 5 CASES CLEANLY, IT IS DOING THE JOB.

If your Miami cleaning office still depends on voicemail, you are making the caller do the triage.

An AI receptionist answers faster, separates estimate requests from schedule changes, and lets your team focus exclusively on the calls that actually need a person.