



AFTERCARE

The problem we want solved

MOS Mechanical installs the heating, plumbing and renewables into new build housing schemes. We have around 2,500 houses handed over and sitting inside or just outside their warranty period, and we take 35 to 50 aftercare calls a week from the homeowners and builders in them.

What happens now

A fault comes in by email or by phone. An email drops into a ticketing and scheduling system we built ourselves and becomes a ticket on its own. A phone call only becomes one if whoever took it writes it up afterwards. Once we decide what a ticket actually is, we schedule the right people against it and the system runs the job from there.

The decision in the middle is the hard part. Before a ticket is any use to us we have to establish five things: who and where the caller is, what the fault actually is, when the house was commissioned, whether it is still inside warranty, and which of five different parties should deal with it. It could be our own plumbing team, the builder, a chargeable visit somebody has to pay for, a manufacturer warranty claim, or a bit of advice over the phone that saves a visit altogether.

That decision is written down. We have a triage guide and a heat pump decision tree, both correct and both in use. The difficulty is what those rules need in order to work.

Where it goes wrong

- The information the triage depends on is ours, not the caller's. Commissioning date, warranty status, service certificates, previous calls on the house. The homeowner knows none of it, and our system does not hold it either. It sits in certificates and spreadsheets.
- Most branches need a photo, an error code or a serial number. We rarely get them on the phone, so we either chase afterwards or send somebody out without them.
- Phone calls depend on somebody remembering to write them up, and calls after five o'clock go to voicemail until the next working day.
- When a ticket goes to the wrong party somebody makes a wasted journey. Our plumber turns up to a builder's roof leak, or a chargeable job gets done for nothing.
- Call outs the builder is liable for are not consistently captured, so they are not consistently invoiced.
- We cannot see the pattern. How many calls, which houses we keep returning to, which products keep failing.

What we are looking for

The ticketing and the scheduling already work. What we need sits in front of them. We want the aftercare form on our website to be how most people report a fault, because it is guided, it is open at any hour, and it can collect photos and error codes at the moment the fault is reported. For the people who will ring the office no matter what, we want an AI voice to take the call and hold a normal conversation.

Either way it should produce the same record: matched to the house, triaged against our own rules, and raised as a complete ticket in the system we already run, with enough information for whoever attends to get it done in one visit.

What good would look like

- Every call captured, whatever the hour.
- The same routing decision regardless of who took the call.
- Fewer wasted call outs and fewer return visits to the same house.
- Chargeable work identified at the point of triage and invoiced at month end.
- Reporting that tells us which sites and which products keep generating calls.