

Pest Control Answering Service Vendor Scorecard

Use this sheet to ask every answering-service provider the same 25 questions, record the evidence behind each answer and score them the same way.

Created by Callvix Solutions. It can be used to evaluate Callvix or any other provider.

VENDOR NAME _____

REVIEWER _____

DATE _____

PROPOSED PLAN / PRICE _____

How to use this scorecard

1. Use one copy per provider.
2. Ask all 25 questions. Ask for a direct answer, an example and, where possible, a live demonstration.
3. Tick Clear, Partial or Unclear for each answer and note the evidence you were shown.
4. Score the five categories on the last page from 0 to 2, add them up and compare providers.

Answer key. Clear: a direct answer backed by an example, document or demonstration. Partial: answered, but vague or not yet verified. Unclear: no answer, or the provider could not explain it.

The 25 questions

Part 1 · Caller experience and brand representation

#	Question	Answer	Notes and evidence
1	Will calls be answered in our company name?	☐ Clear ☐ Partial ☐ Unclear	
2	Who actually answers the call?	☐ Clear ☐ Partial ☐ Unclear	
3	How are agents trained on pest control conversations?	☐ Clear ☐ Partial ☐ Unclear	
4	Can the handler adapt when the caller goes off script?	☐ Clear ☐ Partial ☐ Unclear	
Part 1 tally Clear ____ Partial ____ Unclear ____			

Part 2 · Qualification and intake accuracy

#	Question	Answer	Notes and evidence
5	What information is collected on every new inquiry?	☐ Clear ☐ Partial ☐ Unclear	
6	How is the service area checked?	☐ Clear ☐ Partial ☐ Unclear	
7	How does the service distinguish a new lead from an existing customer?	☐ Clear ☐ Partial ☐ Unclear	
8	How are unclear pest descriptions handled?	☐ Clear ☐ Partial ☐ Unclear	
Part 2 tally Clear ____ Partial ____ Unclear ____			

Part 3 · Booking rules and schedule control

#	Question	Answer	Notes and evidence
9	Can the service book directly into our calendar or CRM?	☐ Clear ☐ Partial ☐ Unclear	
10	Which services may be booked without office approval?	☐ Clear ☐ Partial ☐ Unclear	
11	How are technician skills, territories and drive time respected?	☐ Clear ☐ Partial ☐ Unclear	
12	What can the handler say about price?	☐ Clear ☐ Partial ☐ Unclear	
13	How are cancellations, reschedules and recurring-service calls handled?	☐ Clear ☐ Partial ☐ Unclear	
Part 3 tally Clear ____ Partial ____ Unclear ____			

Part 4 · Urgency, safety and escalation

#	Question	Answer	Notes and evidence
14	What counts as urgent—and who decides?	☐ Clear ☐ Partial ☐ Unclear	
15	What are agents prohibited from promising?	☐ Clear ☐ Partial ☐ Unclear	
16	How is the on-call person reached?	☐ Clear ☐ Partial ☐ Unclear	
17	What happens after hours, on weekends and during holidays?	☐ Clear ☐ Partial ☐ Unclear	
Part 4 tally Clear ____ Partial ____ Unclear ____			

Part 5 · Technology, access and handoffs

#	Question	Answer	Notes and evidence
18	Which systems can the provider work in?	☐ Clear ☐ Partial ☐ Unclear	
19	What access will the service require?	☐ Clear ☐ Partial ☐ Unclear	
20	What does the office or technician receive after each call?	☐ Clear ☐ Partial ☐ Unclear	
21	How are system outages handled?	☐ Clear ☐ Partial ☐ Unclear	
Part 5 tally Clear ____ Partial ____ Unclear ____			

Part 6 · Quality control and accountability

#	Question	Answer	Notes and evidence
22	Can we review call recordings, summaries and outcomes?	☐ Clear ☐ Partial ☐ Unclear	
23	How is quality measured and corrected?	☐ Clear ☐ Partial ☐ Unclear	
24	Which reports will we receive?	☐ Clear ☐ Partial ☐ Unclear	
Part 6 tally Clear ____ Partial ____ Unclear ____			

Part 7 · Pricing and contract terms

#	Question	Answer	Notes and evidence
25	What will a realistic busy-season month cost?	☐ Clear ☐ Partial ☐ Unclear	
Part 7 tally Clear ____ Partial ____ Unclear ____			

All parts Clear ____ Partial ____ Unclear ____ (of 25)

Additional notes

Score the five categories

Using your notes, circle a score from 0 to 2 for each category.

Category	0 points	1 point	2 points	Score
Pest-control readiness	Generic or unclear	Some relevant experience	Documented pest-specific workflow	① ② ③
Booking control	Takes messages only	Limited booking	Books by your written rules	① ② ③
Escalation	Ad hoc	Basic escalation	Tested, multi-step escalation plan	① ② ③
Visibility	Minimal reporting	Summaries or recordings	Calls, outcomes and QA are reviewable	① ② ③
Pricing clarity	Vague or incomplete	Most charges explained	Complete busy-season cost example	① ② ③

Total ____ / 10

- 9–10** Strong candidate for a controlled pilot.
- 7–8** Promising, but resolve the weak category in writing.
- 5–6** High implementation risk; test carefully before forwarding all calls.
- 0–4** The provider is not ready to operate as your front office.

The total is a comparison aid, not a guarantee of service quality. The score is a screening tool, not a substitute for a pilot. A provider should still prove it can follow your actual rules on real or simulated calls.

Decision summary

Strengths

Risks

Unanswered questions

Next step

Compare providers

Provider	Total / 10	Weakest category	Next step

Full explanation of every question: callvixsolutions.com/blog/pest-control-answering-service-checklist

Get a fresh copy: callvixsolutions.com/resources/pest-control-answering-service-vendor-scorecard

Created by Callvix Solutions, callvixsolutions.com.