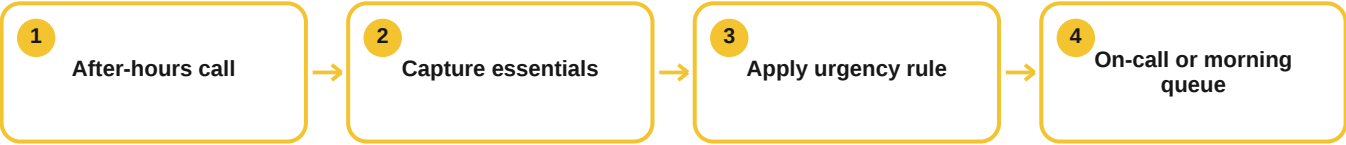


# After-Hours Dispatch Escalation Plan

Turn after-hours call handling into explicit intake, urgency, escalation, backup, and morning-handoff rules.



## Define your operating rules

|                                         |                                     |
|-----------------------------------------|-------------------------------------|
| Primary on-call role and contact source | <div></div> <div></div> <div></div> |
| Backup role and transfer timeout        | <div></div> <div></div> <div></div> |
| Final fallback when nobody answers      | <div></div> <div></div> <div></div> |
| Routine queue location                  | <div></div> <div></div> <div></div> |
| Morning handoff owner                   | <div></div> <div></div> <div></div> |
| Plan owner and review cadence           | <div></div> <div></div> <div></div> |

## Decision notes

# Readiness checklist

Attach a written rule, owner, or test result to every checked line. A blank answer is a reason to keep that path out of the first launch.

- ☐ Name every urgent call category using an objective trigger rather than words such as important or critical.
- ☐ Define minimum intake: caller, callback number, unit, exact location, load status, immediate hazard, and reason.
- ☐ List routine calls that can wait for the morning shift and where those records should appear.
- ☐ Assign the primary on-call role and the source that always contains its current contact information.
- ☐ Assign a backup role, transfer timeout, retry rule, and final fallback when nobody answers.
- ☐ State what happens when a call falls outside the written categories.
- ☐ Define the morning handoff owner and the information required in every handoff record.
- ☐ Approve the AI disclosure and the language used before a transfer or callback promise.
- ☐ Run recent breakdown, accident, safety, status, document, and uncertain calls through the plan.
- ☐ Set a review cadence so contacts and escalation rules stay current.

## Test scenarios

|                                                                       |                                                                           |                                                                     |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Breakdown<br>Result / owner: _____           | <input type="checkbox"/> Accident<br>Result / owner: _____                | <input type="checkbox"/> Immediate hazard<br>Result / owner: _____  |
| <input type="checkbox"/> Routine status call<br>Result / owner: _____ | <input type="checkbox"/> Primary does not answer<br>Result / owner: _____ | <input type="checkbox"/> Unmatched request<br>Result / owner: _____ |

**Ready to scope the workflow? Book a meeting at <https://fleetagentai.com/contact>. We will review the operating rules first, then discuss scope and pricing.**