

# Digital Operations & Automation

Home & Repair Services

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Builds a plan to digitise and automate operations — automated booking confirmations and reminders, dispatch alerts, status updates, feedback requests, AMC/service-due reminders and payment links — so the business runs smoothly with less manual effort as it scales. Use it to automate. For software use the Booking App / Software Selection tool.

## Purpose of this tool & output

Automate the repetitive parts of the business

## How the output is used

Use it to automate the repetitive parts of the business — a digital operations and automation approach for booking, reminders and follow-up.

## Important cautions

Automate the repetitive, high-volume touchpoints (reminders, status, feedback, AMC follow-up) to scale without adding admin — but keep a human for complaints and sensitive moments. Automation should feel helpful, not robotic.

## Companion documents

- Booking App / Software Selection
- Scaling & Multi-City Strategy
- Operations MIS Dashboard
- Growth & Diversification Strategy
- Own Platform vs Aggregator Decision

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.