

Vendor escalation logic builder

A framework for automating vendor coordination across residential portfolios

Designed for COOs, Heads of Property Operations, and Portfolio Managers to define and map escalation workflows for integrating with Agentive AI systems or modern property management platforms. Use this framework internally or with your AI implementation partner to document and optimize your vendor routing and escalation logic, before, during, or after deployment.

Define service categories

Start by organizing maintenance issues into tiers of urgency. These inform the conversational AI agent’s routing and escalation rules.

Tier	Category type	Example issues	Response SLA (hrs)
1	Life safety	Gas leak, electrical hazard	1
2	Urgent	Water leak, broken lock	4
3	Routine	Appliance repair, minor plumbing	24–48
4	Cosmetic/deferred	scuffed walls, cabinet alignment	72+

Action: Assign each vendor category to a tier and define expected response windows.

Map escalation pathways

Use this table to define how each vendor category escalates when SLA is exceeded, or confirmation is not received.

Tier	Time to confirm	Escalation trigger	Escalation path
1	15 mins	No vendor confirmation	Auto-notify on-call ops manager via SMS
2	1 hour	No response or ETA given	Escalate to alternate vendor + email ops lead
3	6 hours	Work order not acknowledged	Auto-reminder + daily summary to property team
4	24 hours	No action	Route to weekly batch assignment

Action: Customize time thresholds and contact methods per property, team, or vendor.

Vendor availability & logic routing matrix

Define how AI agents should choose a vendor based on availability, contract status, and location coverage.

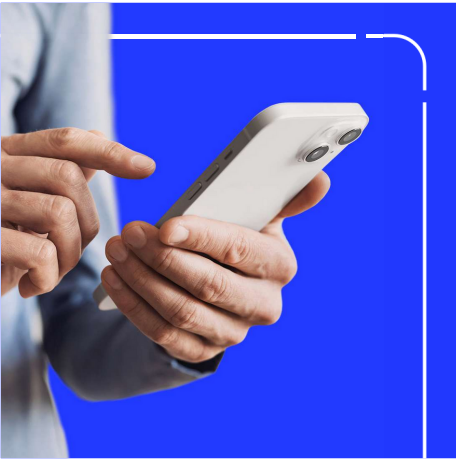
Vendor type	Primary vendor	Backup vendor	Logic notes
HVAC	CoolFlow Inc.	Arctic Air	Arctic is 24/7; use if >4 hrs delay from CoolFlow
Plumbing	RapidDrain	Citywide Plumb	Citywide prefers email confirmations
Electrical	VoltWorks	PowerMax	Only use PowerMax if VoltWorks rejects or delays
General	On-site Tech	HandyTeam	On-site Tech handles floors 1–3 only

Action: Keep this table updated quarterly as vendors change or contract terms evolve.

Success metrics to track

Use these KPIs to evaluate how well your vendor escalation automation is working:

Metric	Target Improvement
Avg. time to vendor confirmation	↓ 40–70%
% of escalated vendor tasks	< 10%
Missed appointments	↓ 35–50%
Vendor SLA adherence	≥ 90%
Staff manual follow-up time	↓ 50–60%



Need help automating your vendor escalation flow?

Let’s walk through your current process and build a logic model that scales.

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