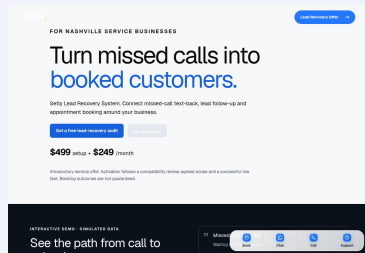


Missed-call text-back draft

Create a helpful response for a caller when messaging is appropriate.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Confirm the number and messaging setup support the intended workflow.
- 2 Identify the business and acknowledge the missed call.
- 3 Ask one simple question that helps a person continue the conversation.
- 4 Respect communication preferences and stop automated follow-up when requested or when a person replies.

EXAMPLE - ILLUSTRATIVE

A repair shop asks what service the caller needs instead of immediately sending a promotional discount.

CHECK YOUR RESULT

Has the workflow been tested for repeat calls, replies and opt-outs?

Missed-call text-back draft

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Hi, this is [business]. Sorry we missed your call.

What can we help you with today?

A team member will reply during [hours].

Use the messaging platform's required preference handling.

DONE WHEN

Has the workflow been tested for repeat calls, replies and opt-outs?

FURTHER READING

[HighLevel Support](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.