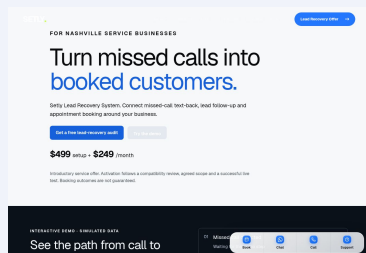


Missed-enquiry response plan

Decide what happens when your team cannot respond immediately.



FROM THE SETLY PROJECT LIBRARY

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

YOUR ACTION PLAN

- 1 List enquiry sources and the person responsible for each.
- 2 Define a realistic response target during staffed hours.
- 3 Draft an acknowledgment that sets expectations without promising instant service.
- 4 Choose a backup owner and escalation route for unattended enquiries.

EXAMPLE - ILLUSTRATIVE

A small studio can promise a reply during its next business period rather than claim 24-hour live support.

CHECK YOUR RESULT

Does every enquiry source have an owner and fallback?

Missed-enquiry response plan

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.

Source:

Primary owner:

Response target:

Acknowledgment:

Backup owner:

Escalation:

DONE WHEN

Does every enquiry source have an owner and fallback?

FURTHER READING

[HighLevel Support](#)

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