

Recognize a good fit

Use these questions before making an introduction

Ask about their day

- When does the phone go unanswered: during jobs, while driving, or after hours?
- What happens to a new request after the call ends?
- Who reviews callbacks and manages the schedule?
- Would they prefer eligible jobs booked automatically or requests reviewed first?
- Are they comfortable keeping availability current in Handled Calls?

A promising introduction

An owner or small team receives ordinary home service inquiries, needs missed-call coverage, and wants a straightforward place to manage the next action. They are willing to configure services, hours and availability with setup help.

Check these needs with the team first

- External calendar or other software integration is essential.
- The workflow needs complex dispatch, on-call routing or a particular language.
- The client expects automated marketing texts or hands-off outreach to unbooked callers.
- They want emergency or 911 response. Handled Calls does not provide that service.

Describe their actual requirements to hello@handledcalls.com. Do not promise an integration, outcome or capability that the team has not confirmed.

Questions about calls and setup

Short answers for a client conversation

Can they keep their number?

Usually, yes. Most businesses keep the current customer-facing number and carrier through call forwarding to an assigned Handled Calls number. The team helps confirm the forwarding setup.

Can it cover missed calls and after hours?

Yes. During business hours, calls can reach the receptionist after the chosen ring time. After hours, calls can go directly to it. Setup depends on the business's phone service and preferences.

Can it book automatically?

When instant voice booking is enabled, the receptionist can offer eligible times from the saved schedule and create a job after the caller chooses. Otherwise, it captures the request for review. Website appointment requests wait for owner approval.

Does it connect to an existing calendar?

It uses the hours, services, job lengths, notice windows, time off and jobs saved in Handled Calls. External calendar sync is not currently supported.

When does call answering begin?

After account setup and trial checkout, the team contacts the owner within one business day to help activate the assigned number and set up forwarding. Call answering begins once activation and forwarding are complete.

Questions about cost and support

Use the website for the current full terms

What does it cost?

14 days free, then \$89 every 28 days plus \$1.89 per Verified Call. One user is included; additional users are \$29 each per 28-day cycle.

What counts as a Verified Call?

A completed receptionist conversation with a real customer, including legitimate questions and follow-ups even when no job is booked. Spam, wrong numbers, failed calls, unusable audio and quick hangups are filtered out and cost \$0.

How does the trial or cancellation work?

A card is required at trial checkout. The subscription renews automatically unless canceled before the trial ends. Trial Verified Calls cost \$0; fair-use terms apply. Cancel before renewal to stop future charges. Usage already processed may still be billed at cycle end.

What about privacy and texts?

Voice providers may record and process calls. Configured operational texts require recorded opt-in; Handled Calls does not send marketing texts or automatic outreach sequences to unbooked callers. See handledcalls.com/privacy-policy/ for how data is handled.

Who supports the client?

Handled Calls handles the demo, setup guidance and founder-led support. Contact hello@handledcalls.com or book at handledcalls.com/book-a-demo/.

Full product answers: handledcalls.com/frequently-asked-questions

Customer terms: handledcalls.com/terms-and-conditions/