

Your CallCovered Guide

How missed calls get handled, how to reply, and the four words you can text to call a customer back, remind them, get paid and ask for a review. Keep it in the truck.

Everything here works from your own cell, by text, to your **CallCovered number**, the business number your callers already know. No app, no login. If a page here and your dashboard ever disagree, the dashboard is current. Tell us so we can fix the page.

<5 sec

MISSED CALLER GETS A TEXT

Your

EVERY TEXT COMES FROM
YOUR BUSINESS NUMBER

4

TEXT COMMANDS · CALL,
REMIND, PAY, REVIEW

Mondays

LAST WEEK'S NUMBERS,
SENT TO YOU

2 When you miss a call, and how to reply

3 Text commands: CALL, REMIND, PAY, REVIEW

4 Your Monday summary, dashboard and settings

5 If something's off · command cards to cut out

1 When you miss a call, and how to reply

1

A call rings out

You're on a job. Your carrier forwards the calls you don't answer to CallCovered. Calls you pick up never touch us.

2

They get a text in under 5 seconds

From your business number, in your words. You can have a different message for after hours.

3

Their reply comes to your cell

It shows up as a normal text. Answer it like any other. It goes back to them from your business number, never your cell.

WHAT THE CALLER SEES

Missed call · 2:14 PM

SENT AUTOMATICALLY

Hi, this is Mike's Plumbing - sorry we missed your call! We're on a job right now. Reply here with what you need and we'll get right back to you. Reply STOP to opt out.

THEY REPLY

Water heater's leaking. Can someone come today?

Example shop. Your message says what you set it to say. Landline callers can't get texts, so they don't get one.

VOICEMAILS, AS TEXTS

After the text goes out, a caller who stays on the line can leave a message. You get it as a text, written out, with a link to play it. The written-out part is done by machine and gets words wrong now and then. Tap the link when it matters.

YOU GET

VOICEMAIL from (717) 555-0199 (0:34):
"Hi, it's Jim on Market Street. Water heater's leaking in the basement. Call me back when you can."
Listen: <https://www.getcallcovered.com/api/vm?k=...>
(Reply here and it goes to ...0199 from your business number)

REPLYING

YOU WANT TO...	TEXT THIS
Answer the last person who texted	Just reply. It goes to them.
Text a different customer	Start with their number: 7175550199 on my way
Two people texted at once	We'll ask which one you meant. Reply 1 or 2 in front of your message.
Answer a voicemail	Reply to the voicemail text. It goes to that caller.

FOLLOW-UPS, DONE FOR YOU

If a missed caller never writes back, they get up to **two** short follow-up texts. The moment they reply, the follow-ups stop. There is never a third.

STOP MEANS STOP

Anyone who texts STOP gets no more texts from your number: no text-back, follow-ups, reminders or payment links. If you try, you'll get a note that nothing was sent. Call them instead. It keeps your number in good standing with the phone carriers.

Your cell stays private. Customers only ever see your business number, on texts and on calls you make with CALL.

2 Text commands: CALL, REMIND, PAY, REVIEW

Text these from your cell to your CallCovered number. On their own they work on your **last customer**, whoever you last texted with. For someone else, put their number right after the word: **CALL 7175550199**. Anything that isn't exactly a command goes to your customer as a normal text.

CALL Call them from your business number

Your phone rings. Answer and **press 1** and you're connected, and they see your business number. Don't answer and nothing is dialed.

YOU TEXT

CALL

YOU GET, AS YOUR PHONE RINGS

CallCovered: calling you now. Answer and press 1 to connect to (717) 555-0199. They'll see your business number.

REMIND Appointment reminder

Day and time after the word: **REMIND Tue 2pm**, **REMIND 9/30 2:30pm**, **REMIND tomorrow 10am**. They get one text ahead of the visit: the evening before if there's time, otherwise that morning or two hours before. We text you back when it will go out. **REMIND OFF** cancels it. A new REMIND replaces the old one.

YOU TEXT

REMIND Tue 2pm

THEY GET

Reminder from Mike's Plumbing: you're on our schedule for Tue, Sep 29 at 2:00 PM. Reply here if anything changes. Reply STOP to opt out.

PAY Send your payment link

Amount, then a note if you want one. First paste the link you already use (Square, Stripe, PayPal.me, Venmo, Cash App or your invoicing tool) into **Settings** on your dashboard. The money goes straight to you; we never touch it. PayPal.me, Venmo and Cash App links open with the amount filled in.

YOU TEXT

PAY 350 water heater flush

THEY GET

Mike's Plumbing: your total is \$350.00 for water heater flush. You can pay here: <https://square.link/u/mikes-plumbing> Questions? Just reply to this text. Reply STOP to opt out.

REVIEW Ask for a Google review

Their number and first name after the word:

REVIEW 7175550199 Jim. They get a friendly text with your Google review link. If you've turned on the check-in, they're asked for a 1 to 5 rating first; every rating still gets the link, and a low one also gets a "what could we do better?" that comes straight to you.

"Nothing was sent"? If a command can't go through, we text you why (they opted out, there's no payment link yet, the time is too soon, or the number doesn't look right) and your customer gets nothing. Fix it and send the command again.

3 Your Monday summary, dashboard and settings

MONDAY SUMMARY

Monday morning you get last week in one message: missed calls answered by text, who wrote back, voicemails and follow-ups. By text if you ticked the texting box when you signed up, by email if you didn't. On the 1st of the month, a monthly report comes by email.

EXAMPLE

CallCovered weekly for Mike's Plumbing (Sep 21-27):
7 missed calls answered by text (6 callers)
4 wrote back
2 voicemails texted to you
3 follow-ups sent
Est. value: \$1,600 at your \$400 avg job
Tip: text CALL to call your last customer back from your business number.
Turn these texts off in your dashboard.

About the "Est. value" line. It only appears once you enter your average job value. It's callers who wrote back × that number: a rough guide to what came in, not money in the bank.

YOUR DASHBOARD

The link is in your "You're live" email. No password: the link is the key, so don't share it. Open it on your phone and add it to your home screen.

- **Missed calls and replies:** who called, who wrote back.
- **Recent voicemails,** with a play link for each.
- **Text commands:** the cheat sheet, with your number on it.
- **Get more texts:** a QR code that opens a text to your business number. Put it on the truck, yard signs and invoices. There's also a "Call or text" line for Google and Facebook, and a button for your website. Texts that come in this way land on your cell like any other.

SETTINGS

SETTING	WHAT IT DOES
Average job value	Used for the estimate on your dashboard and in your reports. Until you set it, the dashboard uses \$300 and says so.
Payment link	What PAY sends. Paste the link you already use.
Voicemail to text	On or off. Off means callers aren't offered a voicemail.
Monday summary	On or off.
Monthly report email	On or off.

WHERE THE "GET MORE TEXTS" CODE EARNS ITS KEEP

Truck and trailer

Door, tailgate or back window, next to your number. Someone stuck in traffic behind you can scan it and text you.

Invoices and estimates

Customers who want to book the next job, or send a photo of the problem, text instead of playing phone tag.

Yard signs and cards

Print the SVG version from your dashboard so it stays sharp at any size.

4 If something's off

WHAT YOU NOTICE	WHAT TO DO
A caller says they never got a text.	Call your business number from another cell and let it ring out. If no text comes, your call forwarding is probably off. Dial the forwarding code from your setup again, or call us. Landline callers can't receive texts.
A reply went to the wrong customer.	A plain reply goes to whoever you last texted with. To pick someone, start your text with their number.
A command came back "nothing was sent".	The text says why. Add your payment link, fix the time or number, or call the customer if they opted out.
CALL rang but nobody was connected.	You have to press 1 after you answer. If you don't, the call ends there on purpose.
New cell number, or you want to change your message.	Call or email us: 702-605-4550 · brandon@getcallcovered.com .
Thinking of cancelling.	Everything stops when the account is cancelled: text-back, voicemail, replies, commands, reminders, follow-ups and reports. Your CallCovered number stays with CallCovered. To keep it, ask before you cancel or within 30 days after, and we transfer it to your new carrier for a one-time \$99 fee.

COMMAND CARDS: CUT ALONG THE DASHED LINES

One for your wallet, one for the truck visor. The commands only work from the cell phone your account sends alerts to.

 TEXT COMMANDS		 TEXT COMMANDS	
CALL	Rings you. Press 1 to reach your last customer.	CALL	Rings you. Press 1 to reach your last customer.
REMIND Tue 2pm	Sends them a reminder. REMIND OFF cancels.	REMIND Tue 2pm	Sends them a reminder. REMIND OFF cancels.
PAY 350	Texts them your payment link.	PAY 350	Texts them your payment link.
REVIEW 5551234567 Jim	Asks for a Google review.	REVIEW 5551234567 Jim	Asks for a Google review.
Text to your CallCovered number · add a number for someone else		Text to your CallCovered number · add a number for someone else	
 TEXT COMMANDS		 TEXT COMMANDS	
CALL	Rings you. Press 1 to reach your last customer.	CALL	Rings you. Press 1 to reach your last customer.
REMIND Tue 2pm	Sends them a reminder. REMIND OFF cancels.	REMIND Tue 2pm	Sends them a reminder. REMIND OFF cancels.
PAY 350	Texts them your payment link.	PAY 350	Texts them your payment link.
REVIEW 5551234567 Jim	Asks for a Google review.	REVIEW 5551234567 Jim	Asks for a Google review.
Text to your CallCovered number · add a number for someone else		Text to your CallCovered number · add a number for someone else	