

Evening call check sheet

A 6 p.m. call went to voicemail last Tuesday and nobody called back by morning (an illustration). Pull your own phone log from last week and run this five-minute check before you buy any software.

Five-minute check on last week's evening calls

1. Open your phone carrier or phone system call log for Monday through Friday of last week between 5 p.m. and 9 p.m., plus Saturday and Sunday.
2. Write down the total number of inbound calls that rang after your office closed or while your techs were on the road.
3. Open your voicemail inbox and your job board for the same seven days. Match each evening call against a voicemail message, a return call, or a booked visit on the schedule.
4. Count the remaining callers who left no voicemail and have no matching job on your schedule.

Calls to set aside first

Cross out the four groups below before you count your total.

1. Blocked or unknown caller IDs that cannot receive a return call or text.
2. Repeat dials from the same phone number within one evening (count the caller once).
3. Sales pitches, robocalls, and spam callers.
4. Existing customers calling about an open job already on your board (or calls from parts houses and vendors).

The calls left on your list are the callers who needed a callback decision from your shop last week.

Limits of this phone log check

This check counts unanswered evening calls on your own line. It does not show lost bookings, lost revenue, or what any caller did next after hanging up. Some phone systems and carrier logs record only answered calls or drop abandoned rings before voicemail picks up, so read your phone system's help page to confirm which calls appear in your log.

Weak and strong callback text example

Sample data. Made-up business.

Weak example

"Sorry we missed your call. We will call you back soon."

The reply names no time, asks nothing about the problem, and gives the homeowner no reason to pause before calling the next shop on the search page.

Strong example

"Hi, we saw your missed call at 6:04 p.m. Is your water heater leaking right now, or can it wait until morning? Mia, drafted for Mike's Plumbing"

The reply names when the call came in, asks one clear question to separate an active leak from a morning job, and puts the sender's name and business on its own sign-off line.

Caution for your shop: Never promise a callback window your trucks cannot keep.

Turn the check into a daily habit in Omni Studio

If your log shows evening callers waiting until morning, we set up Mia on your line to log after-hours call details, check whether the number belongs to a past customer, and draft the callback text and booking card for your review. Every text says who is writing, and nothing goes out until you approve it. On each card you choose "Edit", "Reject", or "Approve and send".

Your first step is the Free 14-day workspace, no credit card. It runs on sample data for a made-up business, where calls, texts, and email are simulated and daily limits apply.

[Start the free 14-day workspace](#)

Related guides and workflows

[See the after-hours call answering workflow](#)

[See the missed call text back workflow](#)

[Read the missed call follow-up checklist for owners](#)