

TIPS FOR MANAGING BUSINESS PHONES DURING BUSY TIMES

Simple ways to avoid missed calls and lost business when your busiest



1

Why Call Handling Matters More Than Ever in Busy Seasons

- Every missed call could be a lost sale, booking, or customer.
- Having a plan helps protect your reputation and customer relationships.



2

Quick Tips to Avoid Missed Calls (Even When You're Swamped)

- Have a backup person to answer if first it's busy.
- Use a call flow so everyone knows who should answer next.
- Set up voicemail with a clear greeting.
- Consider call forwarding to mobile when away from desk.
- Use call groups to ring multiple staff at once.



3

Voicemail Do's and Don'ts

- **Do:** Clearly say business name, set callback expectations.
- **Don't:** Leave a generic message or ignore voicemails.

Sample: "Hi, you've reached [Business Name]. We're busy helping others. Leave a message and we'll call back soon."



4

Use Call Groups, Hunt Groups, or Call Forwarding

- **Call Groups:** Rings multiple people at once.
- **Hunt Groups:** Rings in a set order.
- **Call Forwarding:** Sends calls to mobile when needed.
- **Voicemail to Email:** Sends voicemails to email for fast responses.



5

Train Your Staff to Handle Calls Right

- How to answer professionally.
- How to transfer or take messages.
- Who handles which calls (use call flow).
- What to say when busy: "Thanks for calling [Business Name]. We're helping others. Can I take a message?"



6

Unsure if your setup is working? **Call us — we can review and suggest options.**