FREE ONE-PAGE KIT

Test a missed-call text-back tool before you pay for one

A missed-call text-back tool sends a text to people whose call you missed. Before you pay, ask 12 questions, run 6 test calls, and try it for 7 days.

1. Ask the maker (12 questions)

1. What does it cost each month? Is there a fee for each text?
2. How does it know I missed a call? Do I forward calls, or does it watch my phone line?
3. How many rings before it counts as missed? Can I change that?
4. What does the first text say? Can I change the words?
5. Does it text from my business number or from a new number?
6. Does it add a way to stop the texts, like "Reply STOP"? What happens when someone replies STOP?
7. When a customer texts back, who answers: me, my team, or the tool?
8. Can I set quiet hours so it does not text at 2 a.m.?
9. Do business texts need to be registered with the phone carriers? Who does that, and how long does it take?
10. Where do the replies show up, and can my whole team see them?
11. Does it work with my phone company? Does it work with a landline?
12. Is there a contract? How do I cancel? What happens to my data if I leave?

> **Know the texting rule.** The FCC says commercial texts need written consent, and informational texts can use oral consent. People can opt out at any time, in any reasonable way. So ask how the tool handles consent and a reply of STOP, and test it yourself. This is a starting point, not legal advice. Source: FCC: Stop Unwanted Robocalls and Texts (last updated Feb 27, 2026).

2. Run 6 test calls

Use two phones. Call your business number from one, and let it ring out. Use your own number as the "customer."

1. Call 1: let it ring out. How long until the text arrives?
2. Call 2: reply with a real question, like "Do you come on Saturdays?" Who answers?
3. Call 3: call again and answer it yourself. It should not text you.
4. Call 4: call after hours. Does it follow your quiet hours?
5. Call 5: reply STOP. Does it stop? Call again to check.
6. Call 6: call from a different carrier or a landline, if you can. Does it still work?

3. Your 7-day trial plan

Day 1	Count last week's missed calls in your call list. Write the number down.
Day 2	Ask the questions. Get the price in writing. Write your first text in your own words.
Day 3	Run the 6 test calls.
Day 4	Fix the wording. Set your quiet hours. Run Calls 4 and 5 again.
Day 5	Turn it on for real missed calls.
Day 6	Read every real text it sent and every reply. Note anything that sounded wrong.
Day 7	Count how many people replied and how many turned into jobs. Keep it, change it, or cancel.

4. Red flags: walk away if you see these

- It texts people who did not call you.
- There is no way to stop the texts.
- You cannot change the words of the first text.
- They will not tell you how they handle carrier rules for business texts.
- A long contract before you have seen it work.
- Hidden fees for each text that are not on the price page.

Tools in our directory for this job

- HVAC Missed Call Text-Back
- Missed Call Text-Back for Agents
- TrueLark Salon Text Receptionist
- Avoca AI Front Office
- Front Desk Text Drafter
- Roof Leak Call Taker

Best lists: Missed call text-back tools; Missed call text-back apps for contractors. All free kits: busyworkbots.com/test-kits/

Not sure which tool fits? Take the Free Busywork Audit or book a Free Profit Leak Check (TimeGentic runs BusyWorkBots, so this is our own service). We do not test every tool. Prices change; check each maker's site.