VOICEMAIL IS A DEAD END: THE CALLER HEARS A RECORDING AND OFTEN DIALS THE NEXT NAME ON THE LIST.

Voicemail audit worksheet

Log every voicemail from last week, one per line. Note who called, what the call would have become if someone had picked up, and how long it took to call them back.

One line per voicemail, including the ones you never returned. Tick one "would have become" box per call. "How long after" is the gap between the voicemail and your first call back.

01 / VOICEMAIL LOG

#	DAY, TIME	CALLER TYPE	BOOKED JOB	QUOTE	QUESTION	SPAM	CALLED BACK?	HOW LONG AFTER	OUTCOME
1			☐	☐	☐	☐			
2			☐	☐	☐	☐			
3			☐	☐	☐	☐			
4			☐	☐	☐	☐			
5			☐	☐	☐	☐			
6			☐	☐	☐	☐			
7			☐	☐	☐	☐			
8			☐	☐	☐	☐			
9			☐	☐	☐	☐			
10			☐	☐	☐	☐			
11			☐	☐	☐	☐			
12			☐	☐	☐	☐			
13			☐	☐	☐	☐			
14			☐	☐	☐	☐			
15			☐	☐	☐	☐			
16			☐	☐	☐	☐			
17			☐	☐	☐	☐			
18			☐	☐	☐	☐			
19			☐	☐	☐	☐			
20			☐	☐	☐	☐			

Caller type: new, existing, commercial or unknown. Outcome: booked, lost to someone else, still open, no reply.

Built from FieldCamp's guide **Voicemail replacement AI receptionist**. Every count is from your own voicemail box; no industry figures are printed.

fieldcamp.ai/ai-receptionist/voicemail-replacement

FieldCamp Voicemail Audit

02 / TOTALS

VOICEMAILS	WOULD HAVE BOOKED	QUOTE REQUESTS	QUESTIONS	SPAM	CALLED BACK	LONGEST GAP	ENDED BOOKED

03 / THREE QUESTIONS TO ANSWER

1. How many of the “would have booked” calls actually ended booked?

Number and why _____

_____

_____

2. When did most voicemails arrive: after hours, at lunch, or while every line was busy?

Pattern _____

_____

_____

3. Which of these calls should a person have taken live, and which could have been booked without one?

Person live _____

_____

Booked without a person _____

_____

04 / YOUR BACKUP GREETING

Business name _____

In a true emergency, the caller should _____

Callback expected by _____

Keep it short. Do not promise a callback time you cannot meet overnight or at weekends.

How FieldCamp AI Receptionist changes this log

Instead of an audio clip, each call it answers leaves the transcript, the recording and the captured fields on the customer record, and routine work is booked onto the schedule. Keep a short voicemail greeting as the last-resort backstop.

Greeting guidance follows the guide’s FAQ **What should a backup voicemail greeting say?** Run the log again one month after any change.

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