

11 calls, 4 people — the call-screening rules

Sent to anyone who comments SCREEN. One page. These are the rules an answering agent follows so the owner only hears about real work.

WHAT EVERY REAL CALL MUST PRODUCE

1. **One ticket, before the caller hangs up:** name, callback number, address, the problem in the caller's words, when they need it.
2. **One ticket per person.** Same phone number within 30 minutes = same ticket, even if the call dropped and they called back. Duplicates are how two techs get sent to one job.
3. The owner gets **one message per lead**, not a stream. Updates edit the same card.

WHAT IS NOT A LEAD (NO TICKET, TAGGED AND ARCHIVED)

- Robocalls, "your Google listing is about to be removed", "we do SEO", warranty offers, recruiters.
- Callers who refuse to give a name and a callback number twice.
- A number that has called five times today with no address. Count them; a burst of nameless calls in one afternoon is a pattern, not customers.
- If a tech replies "spam", "no" or "stop" to a dispatched lead, the lead is bad. Archive it and stop dispatching it. Nobody re-asks.

WHEN THE OWNER'S PHONE RINGS

- The agent answers first. The owner is a **transfer**, not the first ring. Ringing the owner first sends emergency callers to his voicemail, and the caller hears a voicemail before a human.
- Transfer only for: an emergency in progress, a price the agent is not allowed to give, or the caller asks for the owner by name.
- After hours, nothing changes: ticket first, tech second, owner in the morning.

RULES ABOUT WHAT THE AGENT MAY SAY

- It never quotes a price it was not given. "The tech confirms the price on site" is a full sentence.
- It never promises a time it cannot see on the calendar.
- It says "a person will call you back within X minutes" only if the system actually fires that timer.

THE DAILY RECEIPT

Calls received · tickets created · tagged spam · transferred to the owner. Four numbers, once a day. If tickets ≈ real calls and spam ≈ the rest, the screen is working.