The Friendswood Wire

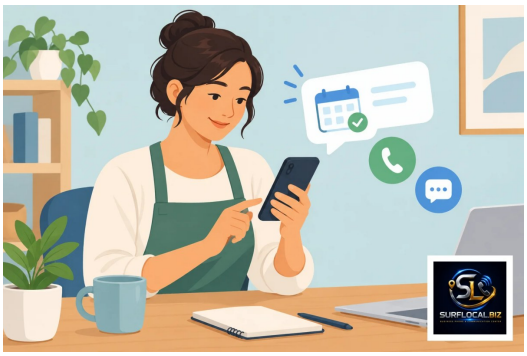
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The “Can I Get In Tuesday?” Call: A Friendswood Business Use for SurfLocal Phone

For an appointment-driven business, a request for a time is not the same as a confirmed booking. SurfLocal Phone gives businesses a dedicated number and a workspace to manage calls, messages, leads and appointment requests.

By Caleb Hayes



Imagine a Friendswood service business finishing one appointment while another customer calls to ask about Tuesday. The useful first step is to capture the request; the business still needs to review its schedule and decide whether it can confirm the time. SurfLocal Phone is designed to keep that conversation in a dedicated business communication workspace, rather than letting a request disappear into a missed call or scattered notes.

The service provides a dedicated business number for calling and texting, along with live transfers, voicemail, caller profiles and history, sales leads, and appointment requests. The business reviews and manages those appointment requests. In other words, a request is a starting point—not proof that a booking has been confirmed. That distinction can help set clear expectations for both the person asking and the team following up.

Supported communications and recordings can also be saved in SurfLocal’s Communications Library. For an owner who needs to revisit a conversation, the library offers a place to keep that communication alongside the work of responding to leads and requests.

SurfLocal describes its Office tools separately, including customer and lead records, estimates, invoices, payroll-related records, documents, email and web tools. Its customized AI can use approved business information for questions, intake, lead qualification and configured workflows. More involved actions depend on the business’s setup and connected systems. SurfLocal also offers a free, one-hour AI workflow assessment for businesses considering how customized AI might fit their processes.

SurfLocal’s signup page lists Phone at $299 for setup and $69 per month. For details or to get started, visit https://www.surflocal.biz/start.php. Businesses can also contact SurfLocal at (806) 484-1156 or contact@surflocal.biz.