

What is Missed Call Text Back?

Missed Call Text Back is a feature that automatically sends a text message to a caller when their inbound call is missed. It helps your business acknowledge the missed call right away, set expectations, and encourage the caller to continue the conversation by text while your team is unavailable.

This feature is especially helpful for businesses that receive after-hours calls, handle a high volume of inbound calls, or want a faster first response without relying on a manual callback process.

Key Benefits of Missed Call Text Back

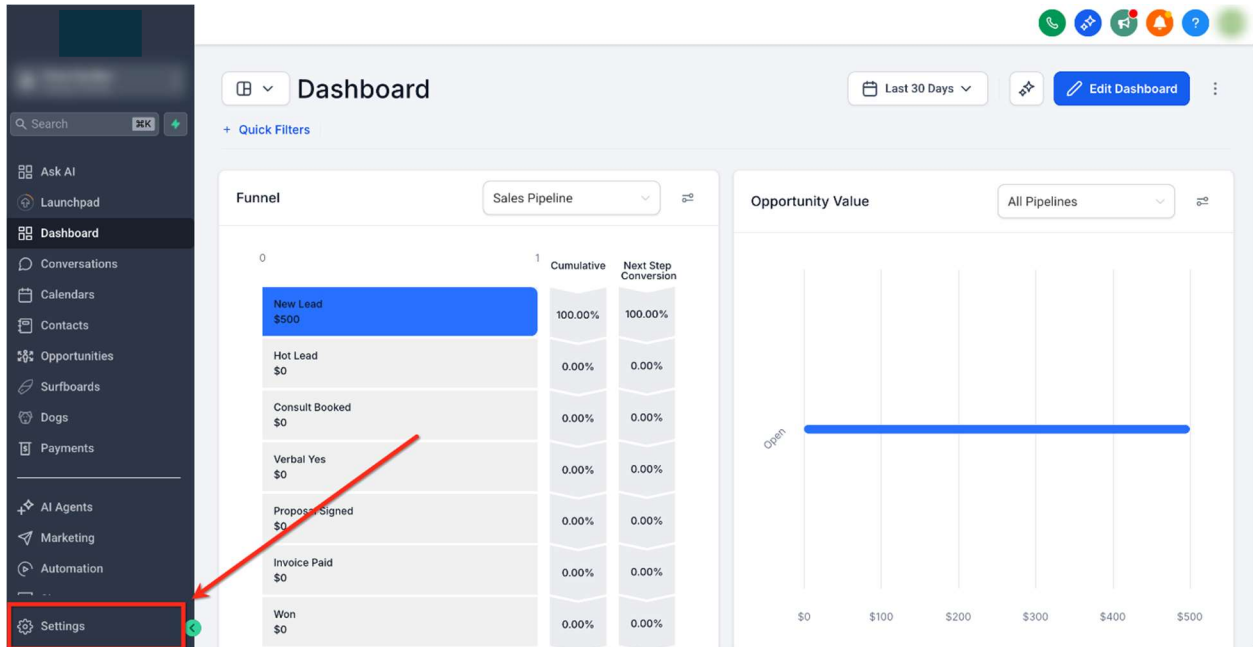
- **Faster Follow-Up:** Send an automatic text to missed callers right away so they know their call was noticed.
- **Better Customer Experience:** A quick response reassures callers and gives them another way to continue the conversation.
- **More Personalization:** Use merge fields to include details like the contact name or business name in your message.
- **Simple Setup:** Enable the feature, customize the message, send a test, and save your changes.
- **Improved Lead Response:** Keep potential leads engaged when your team is unavailable to answer.

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How to Configure the Missed Call Text Back Feature

Step 1: Open the Settings

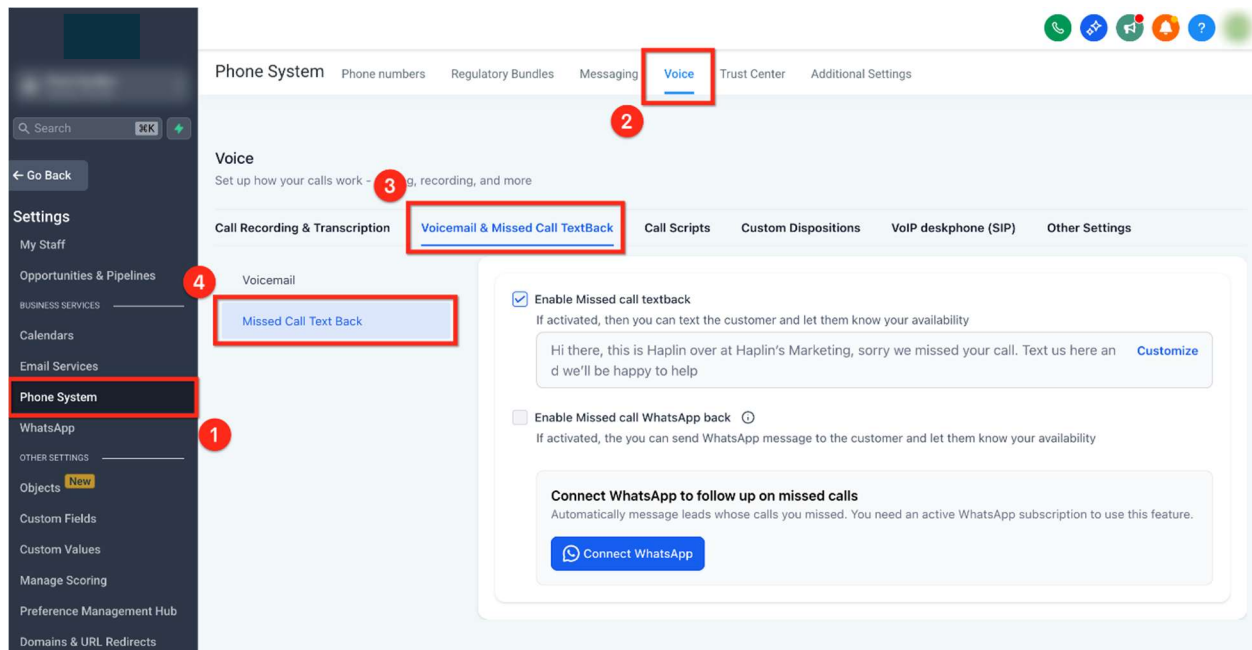
In your sub-account, click **Settings** in the bottom-left corner.



Step 2: Navigate to Missed Call Text Back

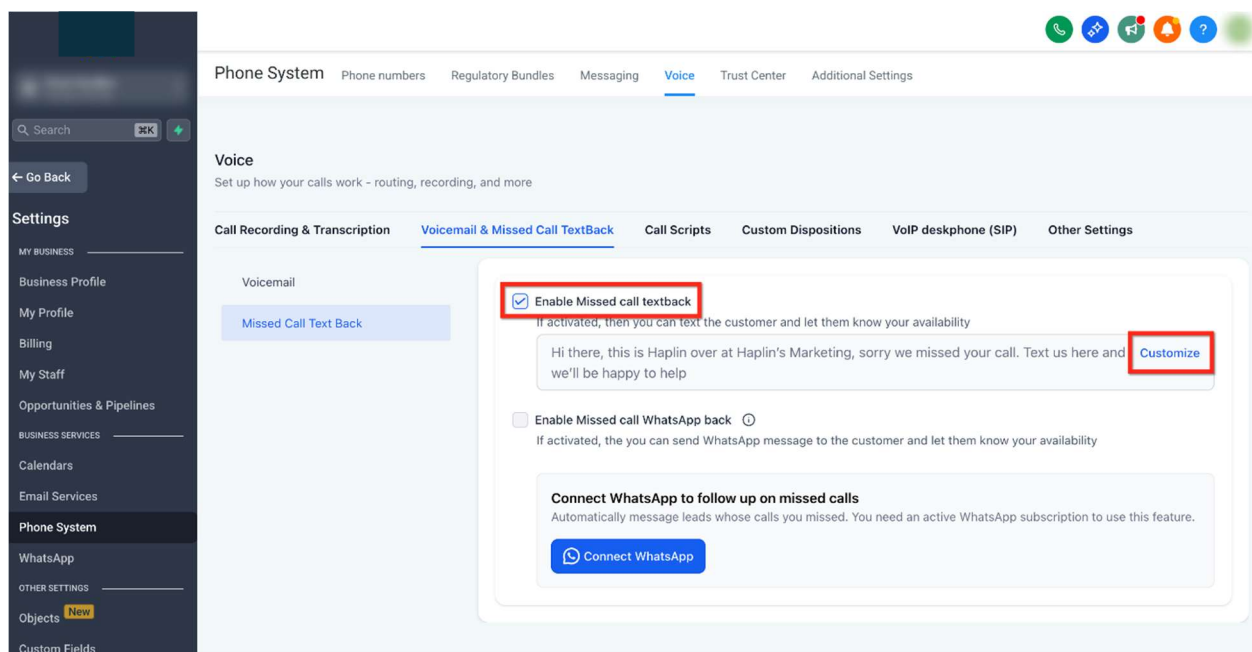
1. In the left-side menu, click **Phone System**.
2. In the top navigation, click **Voice**.
3. Under the Voice, open **Voicemail & Missed Call Text Back**.
4. In the side panel, click **Missed Call Text Back**.

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Step 3: Enable the Feature

Select the checkbox to **Enable Missed Call Text Back** to turn the feature on. Then click **Customize** to tailor the message that goes out when someone misses you.

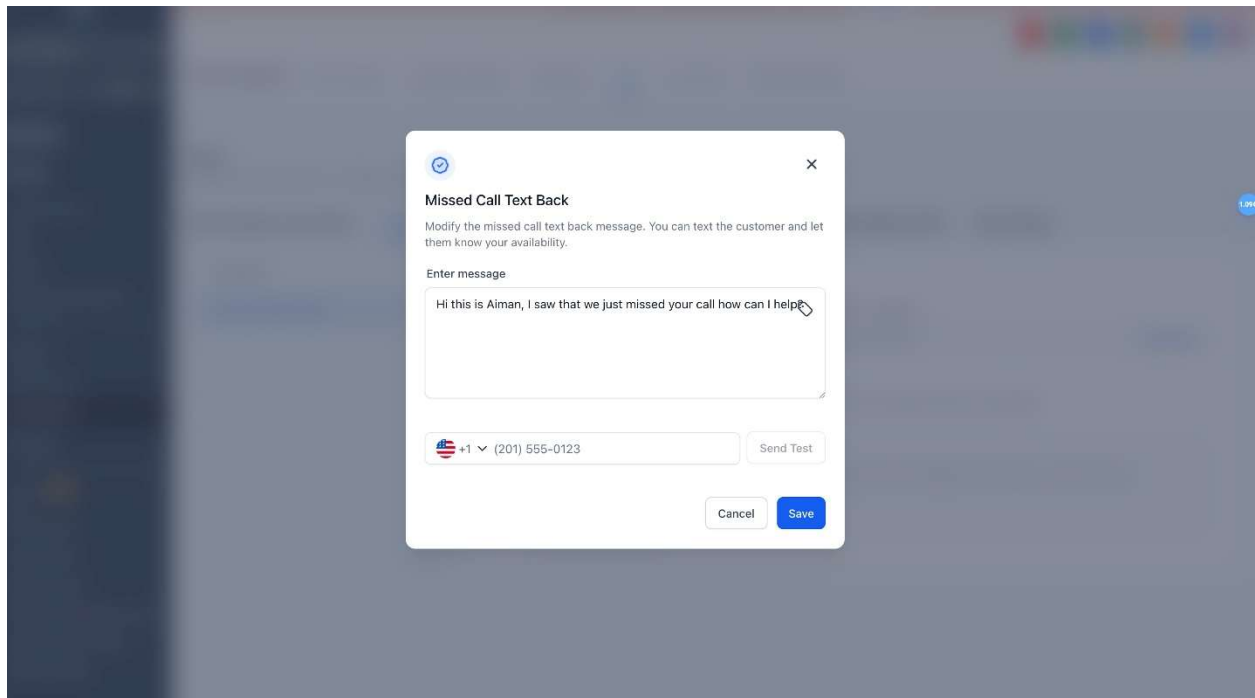


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Step 4: Customize the Message

Once you've clicked the **Customize** button, this opens a pop-up where you can craft your automated response message. In the **Enter message** field, type the content you want sent when a call is missed.

You can also use the custom value tag icon to insert dynamic placeholders such as the contact's name. Just remember that these only work if the system already recognizes the contact from a prior interaction.

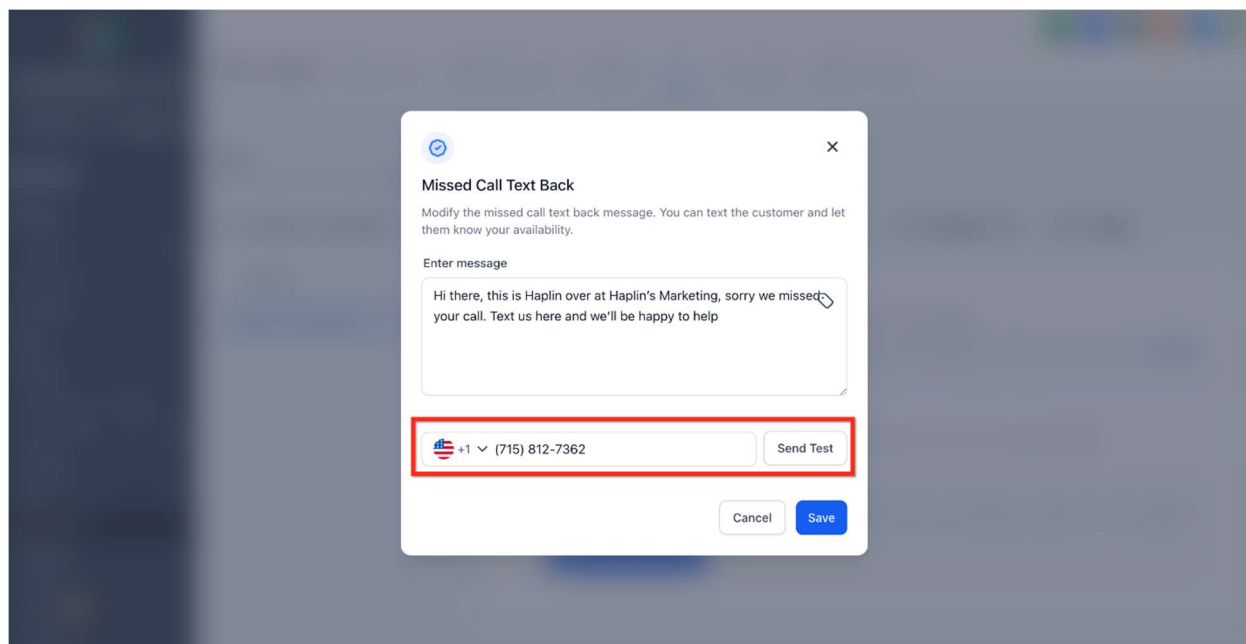


Step 5: Send a Test Message

Below the message editor, you'll find a field where you can send a test message. Select the number you'd like to use to preview how the message will appear when sent to customers.

After reviewing, click the **Save** button to finalize your settings and activate the updated missed call text back configuration.

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The screenshot shows a modal window titled "Missed Call Text Back" with a close button (X) in the top right corner. Below the title is a sub-header and a descriptive sentence: "Modify the missed call text back message. You can text the customer and let them know your availability." Underneath is a label "Enter message" followed by a text input area containing the message: "Hi there, this is Haplin over at Haplin's Marketing, sorry we missed your call. Text us here and we'll be happy to help". At the bottom of the modal, there is a phone number field with a dropdown menu showing a US flag and "+1", followed by the number "(715) 812-7362". To the right of the phone number field is a "Send Test" button. At the very bottom of the modal are two buttons: "Cancel" and "Save". A red rectangular box highlights the phone number field and the "Send Test" button.

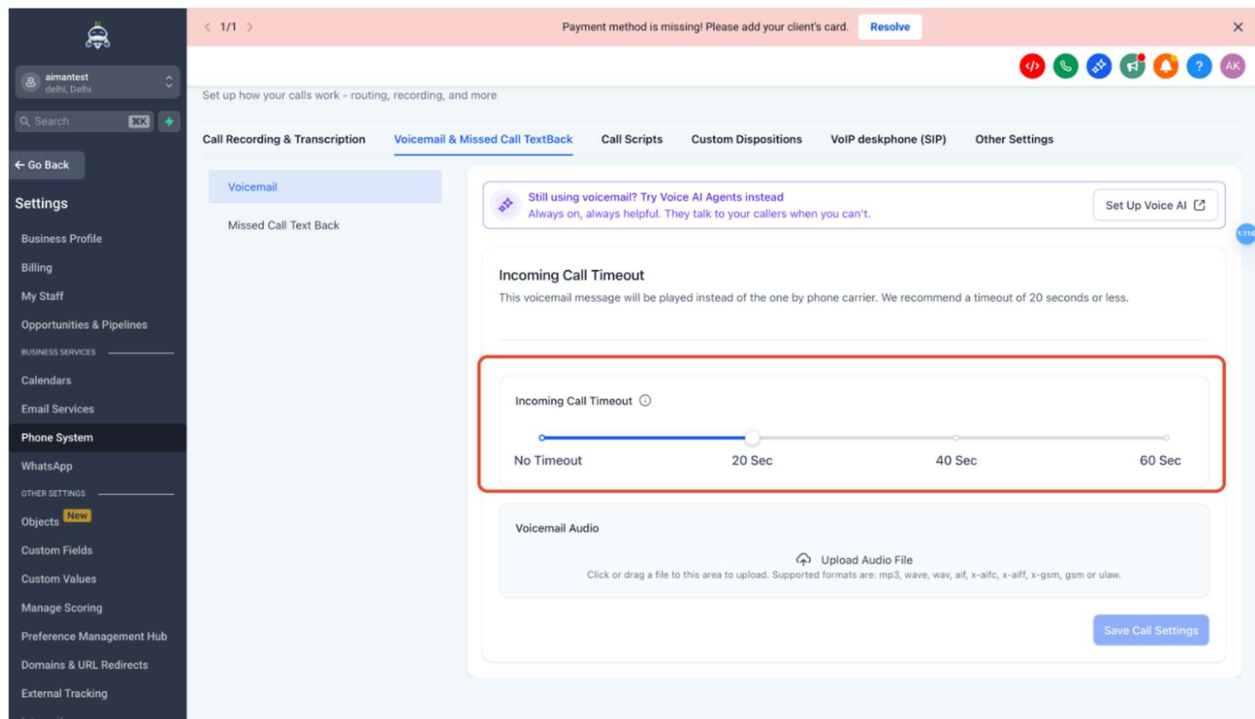
Voicemail Settings

Voicemail settings help shape what happens when an inbound call is not answered. These options allow you to control how long the phone rings before the voicemail triggers and optionally replace the default voicemail greeting with a custom recording.

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Adjust the Incoming Call Timeout

This option lets you set how long the phone should ring before the missed call text back triggers. Use the slider to choose a timeout duration (10 to 20 seconds is typically recommended).



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Upload a Voicemail Audio File (Optional)

You can also add a custom voicemail message here if you want. Upload a pre-recorded file in mp3, wav, or similar formats. This will play instead of the carrier's generic voicemail.

Payment method is missing! Please add your client's card. [Resolve](#)

Set up how your calls work - routing, recording, and more

Call Recording & Transcription **Voicemail & Missed Call Text Back** Call Scripts Custom Dispositions VoIP deskphone (SIP) Other Settings

Voicemail

Missed Call Text Back

Still using voicemail? Try Voice AI Agents instead
Always on, always helpful. They talk to your callers when you can't. [Set Up Voice AI](#)

Incoming Call Timeout
This voicemail message will be played instead of the one by phone carrier. We recommend a timeout of 20 seconds or less.

Incoming Call Timeout ⓘ

No Timeout 20 Sec 40 Sec 60 Sec

Voicemail Audio

Upload Audio File
Click or drag a file to this area to upload. Supported formats are: mp3, wave, wav, aif, x-aiff, x-gsm, gsm or ulaw.

[Save Call Settings](#)

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Frequently Asked Questions

Q: Do Missed Call Text Back messages count toward messaging limits?

Yes. These SMS messages count toward your phone messaging usage limits.

Q: What number is used to send the missed call text back message?

The missed call text back message uses your default number.

Q: Does Missed Call Text Back work for after-hours calls?

Yes. This feature is useful for after-hours missed calls because it automatically acknowledges the caller and gives them a way to continue the conversation by text even when your team is unavailable.

