Does voicemail close the callback?

A one-job handoff for dispatchers and estimators

THE FICTIONAL CASE

A homeowner has an installation question about a furnace estimate.

What does the next shift need to know?

4:10 p.m.	**The call goes to voicemail.** Keep the question open. Dispatch owns a 4:30 internal check.
4:24 p.m.	**The homeowner calls back.** If the estimator answers and the homeowner confirms it, close the question.
4:30 p.m.	**If the homeowner has not called back.** Keep an owner and check the contact instructions before another attempt.

CLOSURE RULE

Log the call attempt, the answer and the sale as separate events.

YOUR NEXT HANDOFF

Use one anonymous job reference.

Complete this in your approved workspace. Keep names and contact details off the sheet.

Job reference

Person responsible for the next step

Which question is still open?

Promised answer or next internal check (day and time)

Contact instructions or stop request

What evidence closed the question, or who takes it next?