What happens after you say yes

This guide walks through how your shop gets set up with GhostDesk, what we need from you, and how calls get handled once we go live. No tech skills needed on your end. We build it, we test it with you, and only then does it answer a real customer call.

> **The short version.** One short kickoff call, about a week of setup on our side, a round of test calls you approve, then we flip the switch. Your total time is about one hour.

The problem this solves

When a customer calls at 9 at night with no power or a sparking panel, they do not leave a message and wait. They call the next shop on the list. Every missed call after hours is a job that went to somebody else.

GhostDesk answers every call around the clock. The caller talks to a calm, capable voice that gathers the right details, books the job where you can see it, and gets word to you or your on call tech right away. You stop losing work to voicemail.

How we get you live

1. **Kickoff call, about 30 minutes**
   We talk through how your shop runs today. When your phones ring, who takes the after hours calls, what counts as an emergency, and where your appointments live. You also give us the basics from the checklist later in this guide. That is the only homework.
2. **We build your setup, days 1 to 3**
   We program how your calls get greeted and handled using your services, your service area, your hours, and your emergency rules. We connect your calendar or booking system so appointments land where you already look for them. You do not touch any of this.
3. **Test calls together, day 3 or 4**
   You call your test number and put the system through its paces. Try a routine booking, try an emergency, interrupt it, talk over it. We adjust the wording and the rules until it sounds like your shop.
4. **Go live, around day 5**
   We set your business number to roll calls to GhostDesk when you cannot pick up, or right away if you prefer. From that moment every call gets answered, and we watch the first calls closely with you.
5. **Tune up, week 2**
   We review your early calls together and fix anything that needs fixing. A new service to mention, a town to add, a change to your emergency list. Small changes like that are part of the service.

How a call gets handled

Every call follows the same path, whether it comes in at noon on a Tuesday or 2 in the morning on a Sunday.

The call gets answered fast. Your business name, a friendly greeting, and a simple question about how we can help. The caller never hears ringing that goes nowhere.

Safety comes first. If the caller describes sparks, smoke, burning smells, or a panel making noise, the call stops being about scheduling. The caller is told to step away from the panel and call 911 first. Booking can wait until everyone is safe.

The job details get gathered. Name, callback number, address, and a plain description of the problem, confirmed back to the caller so nothing is wrong on paper.

The appointment gets booked or handed off. The caller leaves with a real time on the books or a clear promise of a callback, never a vague we will get back to you.

You hear about it right away. A text lands with who called, what they need, and when they are booked. Emergencies go straight to your on call tech the moment the call ends.

You also get a full record of every call in your dashboard, including a transcript, so you can see exactly what was said and what was booked. Nothing happens in the dark.

Where appointments land

GhostDesk books into whatever you already use. During the kickoff call we ask one question about where your schedule lives, and we connect to that. Most calendars on a shop computer are really Google, Outlook, or iCloud under the hood, and one quick approval click on your end is all it takes.

What you use now	How booking works
Jobber	The job is created right in Jobber with the customer, the address, and the problem notes, so it shows up in the same flow your crew already works from.
Google, Outlook, or iCloud calendar	The appointment lands on your calendar with the customer name, address, and job notes in the event, just like you typed it in yourself.
A calendar you want to approve first	GhostDesk holds a tentative time, texts you the details, and locks it in once you reply yes. You stay in control of every slot.
Paper book or no system at all	You get a clear text after every call with the customer, the address, the problem, and the time they asked for. You write it in your book and nothing falls through the cracks.

Whichever rung fits your shop, it still beats a missed call. We can also move you up the ladder later if you add a calendar or Jobber down the road.

What we need from you

Gather what you can before the kickoff call. If you do not have something handy, we will work it out together on the call.

- Your business name exactly how you want it said out loud, plus your service area by town
- Your regular hours and who takes emergency calls, with the best cell number for alerts
- Your list of services and anything you do not do, so callers get a straight answer
- What counts as an emergency in your book and what should wait until morning
- Where your appointments live today, even if the answer is a paper book
- How you want to be notified, text or email or both, and who else should get alerts
- Anything callers always ask, like whether you give free estimates or charge a service call fee

Pricing, plainly stated

There is a one time setup fee of $750 to $1,500 depending on how much connecting and tuning your shop needs, and a monthly rate of $350 to $600 that covers answering, booking, and alerts around the clock. The first three pilot shops lock in a founding rate of $297 a month. One saved emergency job usually covers the month, and there is no long contract holding you hostage.

Questions owners ask us

Do I keep my phone number. Yes. Your number stays yours. We simply answer the calls you cannot get to, or all of them if you would rather hand the phones over entirely.

What if it gets something wrong. You see every transcript, and the week 2 tune up exists for exactly this. Wrong details get fixed fast, and urgent calls always reach a human on your team by text right away.

Will callers know it is not a person. It sounds natural and handles interruptions the way a good receptionist does. You will hear it yourself on the test calls before a single customer does.

What about real emergencies. Safety outranks everything. A caller near sparks, smoke, or a burning smell is told to get away from the panel and call 911 before any talk about booking. Your on call tech gets the alert at the same time.

How much of my time does this take. About an hour total. Thirty minutes on the kickoff call, a few test calls, and a short review in week 2.

Your next step

Book a short demo call and hear GhostDesk answer the way it would for your shop. Ten minutes, no pressure, and you can throw your hardest questions at it. If it earns your trust, we book the kickoff call and you are about a week from never missing a call again.

Reach us at contactghostdesk@gmail.com or (515) 661 4467. See the demo and learn more at ghostdesk.pages.dev.