Manager checklist before turning on missed-call automation

How to Compare Goxee Voice Agent and Numa for Missed-Call Handling

Owner: _____ Date: _____

- [ ] Verify which line or extension will route to the voice agent and confirm when after-hours coverage should apply.
- [ ] Decide the primary sales objective for that line, such as appointment requests, vehicle matching, concern resolution, or lead qualification.
- [ ] Test what the caller hears when staff are unavailable, including how inventory discussion, voicemail, and text follow-up are handled.
- [ ] Review how transcripts, lead notes, callback requests, and verified contact corrections will be stored for staff review.
- [ ] Confirm which live handoff paths are actually supported and what staff availability is needed for a transfer to occur.
- [ ] Set a simple review routine so managers can check a sample of conversations and confirm the workflow matches dealership expectations.

Notes and next steps

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Adapt this checklist to your dealership’s process.

Read the article on Goxee