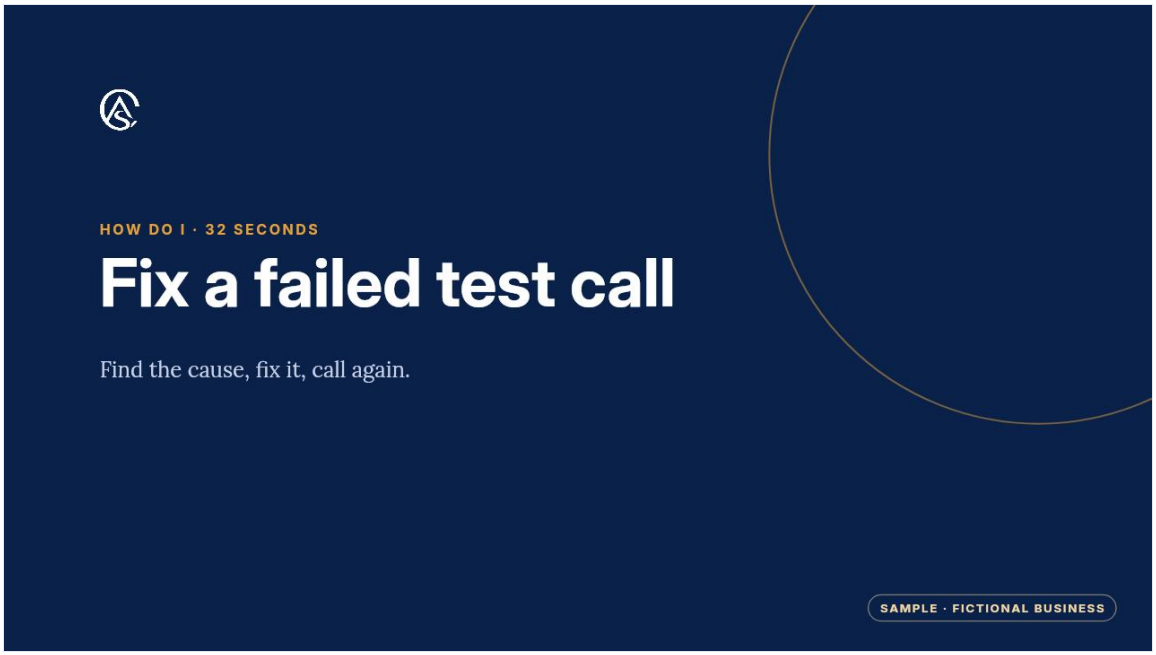
NEVER MISS A LEAD · HOW DO I

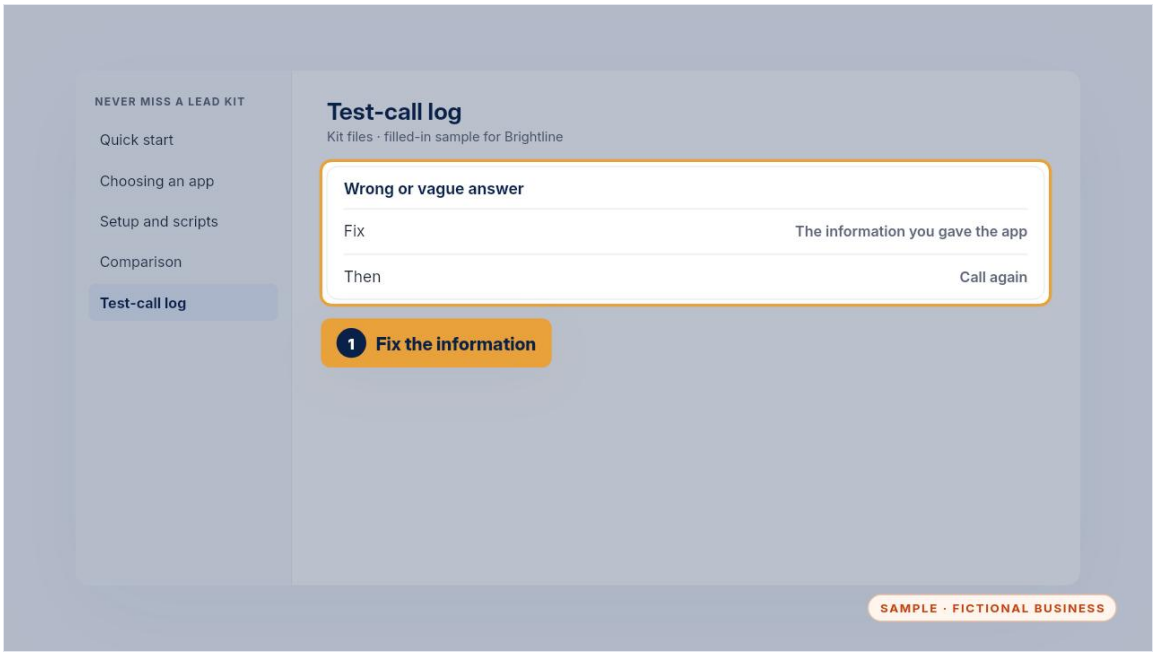
How do I fix a test call that failed?

The three usual failures and what to check for each.

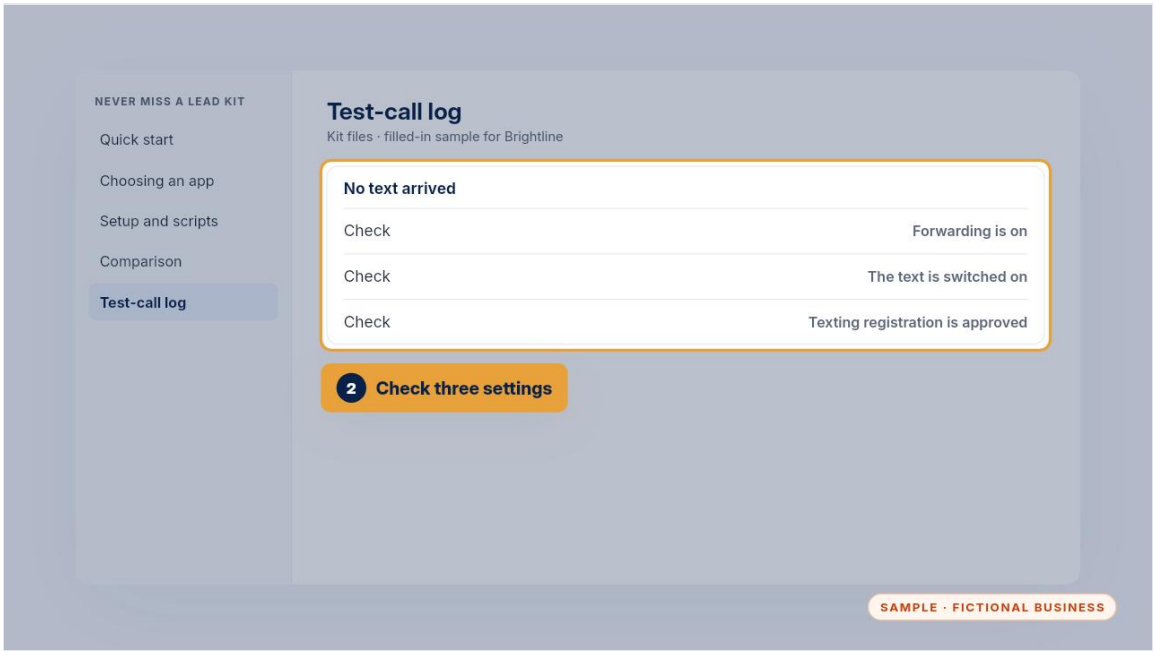
Watch the narrated video: https://openarmsolutions.com/guides/never-miss-a-lead/fix-a-failed-test-call



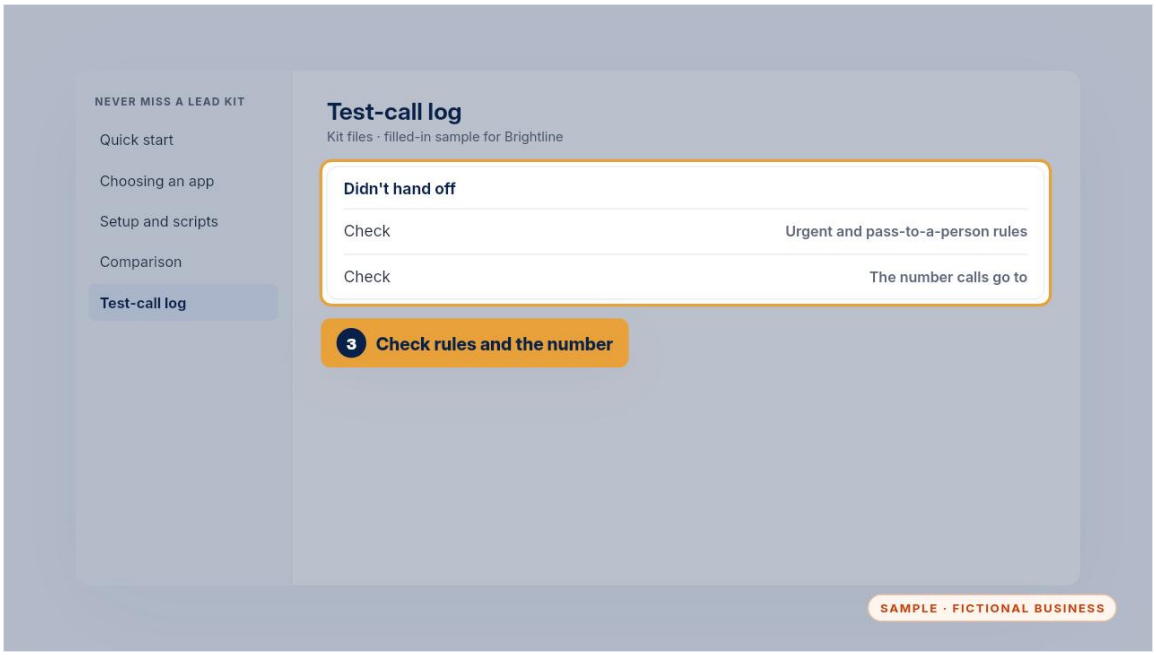
1 When a test call fails, the cause is usually one of three things.



2 A wrong or vague answer means the information is missing or unclear. Fix the information, not the question, and call again.



3 If no text arrived, check that forwarding is on, the text is switched on, and your texting registration is approved.



4 If it didn't hand off, check your urgent and pass-to-a-person rules, and the number calls go to. Then mark the call fixed once it passes.