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A More Organized First Hello for Grand Prairie Small Businesses

A business phone system can do more than ring. SurfLocal Phone combines calling and customer communication tools, while configured AI can help gather routine details for a person to review.

By Caleb Hayes



When a customer calls while you're helping someone else, the next step shouldn't have to start from scratch. For an independent business serving Grand Prairie, a dedicated business number and a clear place to track inquiries can make it easier to pick up the conversation later.

SurfLocal Phone brings calling, texting, live transfers and voicemail together in a private communication workspace. Caller profiles and history, sales leads and appointment requests can also be managed there. Supported communications and recordings can be saved in a Communications Library. Appointment requests are reviewed and managed by the business, keeping people in control of the calendar.

Customized SurfLocal AI offers another possible layer: using approved business information, it can be configured to answer questions, gather intake details, qualify leads and support workflows. For example, a business might configure it to collect the kind of basic information a staff member needs before following up. What the AI can do beyond that depends on the business's configuration and connected systems; it isn't a one-size-fits-all setup.

SurfLocal Office describes tools for customer and lead records, estimates, invoices, payroll-related records, documents, email and web services. These are separate product descriptions, so businesses considering more than Phone can ask SurfLocal which setup meets their needs. SurfLocal also offers a free one-hour AI workflow assessment to explore a possible process before configuring it.

The SurfLocal Phone signup page lists a $299 setup charge and $69 per month. For product details and next steps, visit https://www.surflocal.biz/start.php, call (806) 484-1156 or email contact@surflocal.biz. More information is available at https://www.surflocal.biz/phone.php, https://www.surflocal.biz/office.php and https://www.surflocal.biz/ai.php.