

The Storm-Season Phone Continuity Checklist

Stay reachable when summer demand and storm season hit.

Peak demand is foreseeable. The businesses that stay reachable through it do not rely on luck. They prepare on the calm days. Work through this checklist before the season turns, so a surge meets a plan rather than a scramble.

1 Map the calls you cannot afford to miss

- ☐ List your call types by cost of failure, from emergency dispatch to urgent reschedules.
- ☐ Mark the ones that must reach a person, and the ones an AI agent can resolve on its own.
- ☐ Note your true after-hours and weekend exposure, when staff coverage thins.

2 Set your human and AI agent coverage

- ☐ Decide what the AI resolves at the first ring, and where a human agent steps in.
- ☐ Confirm overflow rules, so a spike routes to the AI rather than to voicemail.
- ☐ Keep AI and human agents on one shared knowledge base, so an escalated call carries full context.

3 Integrate calls into your tools

- ☐ Connect bookings to ServiceTitan, HouseCall Pro or Cal.com, so a storm-night job lands on the right calendar.
- ☐ Confirm the right technician or on-call lead gets the alert without a manual step.

4 Test before you need it

- ☐ Run a mock surge on a calm week and watch where calls stall.
- ☐ Fix the weak points while the stakes are low.
- ☐ Review the plan with your team, so everyone knows their role when volume climbs.

When the storm hits, your front door stays open. Routine calls resolve themselves and your people handle the emergencies, with no caller left on hold.