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Lewisville Businesses: Keep the Next Call in Step With the Day

A dedicated business number, live transfers, caller history and appointment requests can help independent businesses keep customer communication organized. SurfLocal Phone also offers a path to explore office tools and customized AI workflows.



By Marcus Bennett

A busy day rarely follows one neat schedule. An independent business owner may be handling a customer, reviewing a new lead and trying to keep track of an appointment request—all while the phone keeps ringing. For Lewisville businesses looking for a more organized way to manage those conversations, SurfLocal Phone brings several communication tools into a private workspace.

The service provides a dedicated business number for calling and texting, along with live transfers and voicemail. Caller profiles and history can help a business keep context about incoming conversations, while sales leads and appointment requests can be collected in the workspace. The business reviews and manages appointment requests; they are not automatically confirmed. Supported communications and recordings can also be saved in a Communications Library.

Live transfers offer a practical option when a caller needs to reach someone directly. A business can consider how transfers fit its working day—for example, when the person handling a call is available to take it, or when another task needs attention. The right setup depends on how the business chooses to handle its calls.

SurfLocal also describes separate office and customized AI capabilities. SurfLocal Office includes tools for customer and lead records, estimates, invoices, payroll-related records, documents, email and web tools. Customized SurfLocal AI can use business-approved information to answer questions, collect intake details, qualify leads and support configured workflows. More involved actions depend on the business's configuration and connected systems. SurfLocal offers a free one-hour AI workflow assessment for businesses considering where customized AI might be useful.

The SurfLocal Phone signup page lists a $299 setup fee and $69 per month for Phone. That listed Phone price should not be taken as pricing for Office or customized AI; ask SurfLocal about those services and any setup needs that apply to your business.

To explore SurfLocal Phone or discuss a possible workflow, visit https://www.surflocal.biz/start.php. SurfLocal also lists (806) 484-1156 and contact@surflocal.biz for public contact. A clearer view of calls, leads and requests can make it easier to decide what deserves attention next.