

Your two-week trial

Test the agent, then forward your firm's calls on the nights you choose.

1. Plan your calls

Firm name

Trial end date

Phone provider

Timezone

Firm's phone number

Lighthouse agent's phone number

Forwarding hours (for example, Tuesday 6 p.m. to Wednesday 8 a.m.)

2. Test call forwarding

Do these checks before sending real clients to Lighthouse.

- ☐ Call your firm's number from your mobile. Check that Lighthouse answers.
- ☐ Open that call in your dashboard. Check your phone number and the details you gave.
- ☐ Test a call that should reach a staff member. Have them answer.
- ☐ Repeat the test without the staff member answering. Check what the agent says.
- ☐ Turn forwarding off. Call again and confirm your staff, usual service, or voicemail answers.
- ☐ Ask your phone provider whether forwarded calls cost extra.

3. Compare the calls

Use the same number of evenings for each column. Write the totals below.

What to count	Current setup	Lighthouse
Number of calls reviewed		
Calls with a name and callback number		
Calls connected to a staff member		
Minutes staff spent on follow-up		

4. Plan your next step

Which hours should Lighthouse answer? What would you like to change?