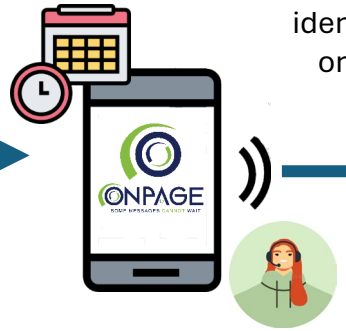
SOME MESSAGES CANNOT WAIT

Caller dials after-hours number (existing main line)

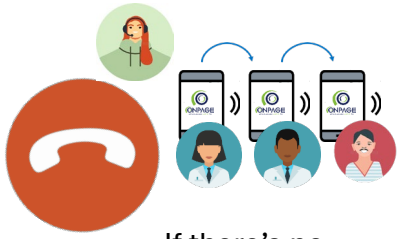


Answering service triages the call and captures issue details and urgency

For all urgent matters, the answering service uses OnPage's Dedicated Lines + Live Call, powered by OnPage's routing automation, to automatically identify and reach the correct on-call staff who can take care of the issue

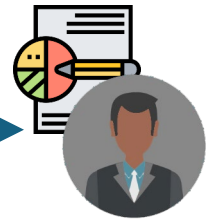
Primary on-call staff acknowledges the call and immediately calls back the caller

Audit trail reporting generated



If there's no acknowledgment from the first person in line, the call escalates to the next on-call

If no one in escalation group responds in time, the individual is prompted to leave a callback number and voicemail. Escalation begins again



Failover report

When a caller dials the existing main line number, the answering service answers the call, triages the request, and captures issue details and urgency. For urgent matters, the answering service initiates a live call through OnPage's Dedicated Line. OnPage automatically routes the call to the appropriate on-call staff based on schedules and escalation rules. If the primary on-call staff does not acknowledge the call, it escalates to the next on-call responder. If no one responds within the escalation window, the caller is prompted to leave a voicemail and callback number, which OnPage converts into a high-priority alert/ "page" and escalates again with loud, persistent notifications until someone acknowledges. All actions are logged, creating a complete audit trail and failover report.