



Michael Munn
Owner & Lead Inspector

How the calls they couldn’t answer became \$33,226 in booked inspections.

BiltRite knew they were missing a few calls on a daily basis — a home inspector can’t stop mid-crawlspace or on the roof to pick up the phone. Missed Call Connect instantly replies to every one of those callers automatically. Here is what happened in their first two months using Missed Call Connect.

IN THE OWNER’S WORDS

“Before this, I had a part-time person answering the phone. She did her best, but she couldn’t always get to it, and we’d end up returning voicemails hours later. By then the caller had already booked with somebody else. You never really know what that’s costing you — you just know it’s happening.

Missed Call Connect fixed it. Now when we can’t pick up, the caller gets a text right back. We’re catching the calls we were losing, and it also screens out the people we don’t want to talk to, which I didn’t expect but I’ll take it.

The numbers came back better than I figured. In about two months, more than a third of the inspections we booked traced back to a call we missed — that’s roughly \$33,000 in work we’d have likely missed before. Against what the service costs, that’s not a close call — Missed Call Connect is a no brainer!

This system is doing its job!”

Michael Munn
Owner & Lead Inspector
BiltRite Home Inspections • Jacksonville, FL

MEASURED 5/12/26 – 7/15/26

35.6%
of all inspections booked traced back to a call BiltRite missed
57 of 160 inspections

\$33,226
in net revenue recovered from missed and voicemail calls
34.9% of every dollar collected in the window

73.8x
return on the cost of the service
\$449.97 in subscription fees over three months

73.5%
of inbound calls went unanswered before the text-back caught them

547
missed or voicemail calls in 64 days — about 9 a day

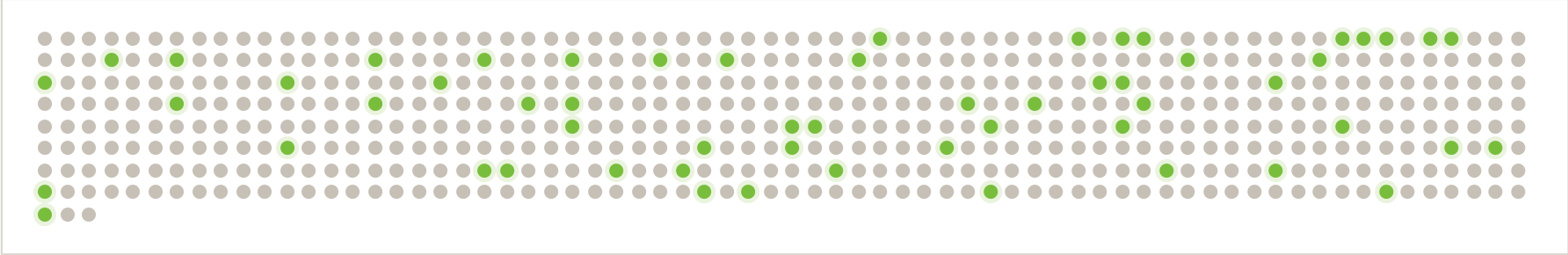
15.0%
of everyone who couldn’t get through went on to book

3 days
typical gap from the missed call to the inspection date

\$583
average net value of a recovered inspection

Every call BiltRite couldn’t pick up, and the work it turned into anyway.

● Unanswered call ● Became an inspection



547 marks – one for every call that rang out or went to voicemail between May 12 and July 15, 2026. 57 are filled: the inspections those calls became. Filled positions are illustrative; the counts are exact.

How this was measured. Inbound calls logged as Missed or Voicemail were matched to booked inspections by phone number (client or referring agent), normalized to the last ten digits. Revenue is net of processing fees, taken from BiltRite’s own inspection export. Canceled inspections are excluded, as are internal and setup calls placed before the system went live at 12:37 pm on 5/12/26. The headline figure counts only inspections where the missed call came within the 30 days **before** the appointment – a deliberately conservative rule. Looser but still reasonable matching puts the figure at 46.9% of inspections and \$45,442 recovered.