

NEXTLVL TOOLBOX

Tradie Communication Vault

35 ready-to-edit Australian messages covering leads, missed calls, bookings, quotes, jobs, payments, reviews and reactivation.

More jobs. Less admin. Smarter business.

Customer communication system

Choose messages that match the real stage of the customer journey. Edit them once, save them centrally and assign a trigger or owner. Do not send every message to every customer.

New leads

Template 1

Hi [First name], thanks for contacting [Business name]. We have your enquiry and will respond by [realistic time]. If useful, reply with your suburb, photos and a short description.

Template 2

Hi [First name], thanks for the details. Before we book the next step, could you confirm [specific question]?

Template 3

Hi [First name], we service [area]. Based on the details provided, the next step is [site visit/call/quote]. Available options are [option 1] or [option 2].

Missed calls

Template 1

Hi, sorry we missed your call. We are currently on a job. Reply with your name, suburb and what you need help with and we will get back to you.

Template 2

Hi [First name], returning your call from earlier. If now is not convenient, reply with a suitable time and a short job description.

Template 3

Thanks for the details. We have added your enquiry to our list and will respond by [time]. If the issue changes or becomes unsafe, follow the appropriate emergency guidance.

Bookings and visits

Template 1

Your booking is confirmed for [date] between [window]. Reply YES to confirm. Please advise of parking, access, pets or site requirements.

Template 2

A reminder that [Business name] is scheduled for tomorrow between [window]. Reply if access or timing has changed.

Template 3

[Tradie name] is on the way and expects to arrive at approximately [time].