

Eliminating Missed Callbacks with Scheduled Calls in Call Boards

Ahmed runs outbound calling for leads with a small team of setters. His biggest bottleneck wasn't dialing — it was managing callbacks. Many prospects weren't available on the first call and asked to be contacted later, but without a structured system, those follow-ups were easy to miss. Call Boards introduced a simple way to schedule and surface callbacks directly in the dialing workflow.

The Challenge

Ahmed's key issue was callback tracking:

- no system to reliably schedule follow-ups
- callbacks tracked manually or from memory
- missed or delayed follow-ups
- difficult to scale across multiple setters

As he put it, this was something he had been “suffering from” in his workflow.

The Solution with Call Boards

Call Boards introduced scheduled calls directly within the dialer:

- setters can schedule a callback during a live call
- the system automatically surfaces that call at the right time
- callbacks appear in the dialing queue — no manual tracking required

Even in early setup, this created immediate value. Call Boards turns callbacks from a manual task into an automated part of the calling workflow — ensuring no opportunity slips through. Try Call Boards today.