



# After-Hours AI Response Mini Guide • Copy-Paste

PM CONSULTING AI NEWS • WEEKLY INTELLIGENCE

- 1** **1. List your actual business hours and after-hours periods.**  
Define your working hours and clearly outline the times when your business is closed.
- 2** **2. Open HighLevel Conversation AI settings for your main number.**  
Log in to HighLevel and access Conversation AI settings for the number that receives most inquiries.
- 3** **3. Set specific working hours for each AI agent.**  
Assign custom working hours to each AI agent to control when it responds automatically.
- 4** **4. Write a clear, friendly after-hours message (copy-paste template included).**  
Create a helpful message to let people know you're unavailable and when they can expect a response.
- 5** **5. Add a link to your online booking calendar in the response.**  
Include your scheduling link so inquiries can book or request an appointment anytime.
- 6** **6. Create a workflow to notify your team of new after-hours leads each morning.**  
Set up an automation that delivers a daily summary of after-hours leads to your team.
- 7** **7. Test the AI response by messaging your business after hours.**  
Send a test message after hours to make sure the AI reply works as intended.
- 8** **8. Adjust the script as needed for tone and clarity.**  
Refine the wording so the message feels natural, professional, and easy to understand.
- 9** **9. Review lead logs weekly to track response and follow-up speed.**  
Check your lead logs to monitor how quickly after-hours inquiries are being handled.
- 10** **10. Update working hours or message scripts with seasonal changes.**  
Keep your hours and messages accurate by updating them for holidays or seasonal shifts.