

The new phone call etiquette: Text first and never leave a voice mail

When is it okay to leave voice mails, call multiple times in a row or take a call in public?



By [Heather Kelly](#)

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We spoke to an etiquette expert and people of all ages about their own phone pet peeves to come up with the following guidance to help everyone navigate phone calls in 2023.

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Don't leave a voice mail

Voice mails are an artifact of the days before text messages. If you have information that needs to be communicated in an accurate, timely manner, you're far better off putting it into writing as a text or email. Most phones transcribe voice mails now, so chances are people aren't even listening to what you said but reading a (possibly incorrect) text version instead.