

Call with Welldone Mechanical -Jackie Sluz

Brooke Caskey with Welldone Mechanical Recorded on 1/12/24 via SalesLoft, 5 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

OTHER

Jackie Sluz

Transcript

"This English transcript was generated using Gong's speechto-text technology"

JACKIE

0:00 Thank you for calling. Well done, mechanical. If you know the extension number of the person you are trying to reach, please tell that number. Now, for our company directory, press four for general is...

JACKIE 0:18 Afternoon, Jack. Speaking. **BROOKE** 0:26 Hey, Jackie. This is Brooke with service straight at Northboundary, how are you? **JACKIE**

0:29 Good, and yourself?

BROOKE

0:31 I'm doing well. I wanted to give you guys a call. I saw that you guys just reacted with Northboundary. Are you pretty involved, in that team in side of things?

JACKIE

0:41 I will be.

JACKIE

0:43 I haven't really been, a time yet.

BROOKE

0:47 Are O, are you newer or why haven't you been a ton yet?

JACKIE

0:52 We're kind of slowly getting into it. So we, we're using Northboundary for a CRM platform and for the maintenance, but we're using a different program for the actual work orders of the technicians we're using, and we just recently switched to that program. So.

BROOKE

1:12 Gotcha. What program are you using for the actual work orders?

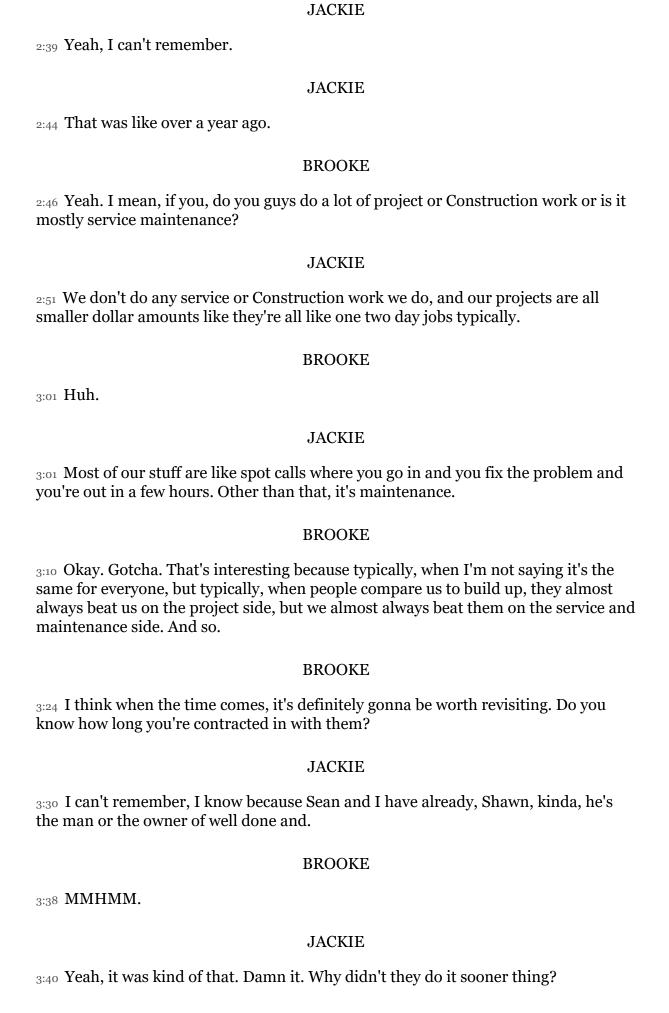
2:18 I think we had prior on like we had... I know we'd actually reviewed service trade and BuildOps prior knowing that Northboundary and BuildOps were, are Northboundary and service trade. We're getting together and we preferred BuildOps over ServiceTrade.

BROOKE

2:26 **Right.**

BROOKE

2:34 You did, do you know why? Or from like a functionality standpoint?



BROOKE

3:45 Sure.

JACKIE

3:46 But I can't remember what the contract is because he's the one that signed it. So.

BROOKE

3:51 Yeah, that's okay. Cool. That, that helps give me some context. Either way, you know, happy that you renewed with Northboundary, that should be super helpful for you this year. I might, if you don't think it's a bad idea, I might reach out to Sean just to see how long you guys are contracted in and see if it makes sense to take another look at ServiceTrade this year. Do you think that would be okay to do?

JACKIE

4:13 If you just send me an e-mail I can get the information and e-mail you back.

BROOKE

4:19 Okay. Perfect. E-mail for you or have Jackie dot suv at well done. Dot com?

JACKIE

4:25 That's correct?

BROOKE

4:26 Okay, perfect. I'll shoot you over something right now, but nonetheless, I appreciate the information.

JACKIE

4:31 You're welcome.

BROOKE

4:33 Okay. Thanks, Jackie. Talk to you, Sam. Bye.

JACKIE

4:34 Thanks. Bye bye.

The End