



Call with Timberline Heating & Air Conditioning - Whitnee Chandler

Gus Giles with Timberline Heating & Air Conditioning
Recorded on 11/4/21 via SalesLoft, 5 min.

Participants

SERVICETRADE

Gus Giles
SDR

TIMBERLINE HEATING & AIR CONDITIONING

Whitnee Chandler
Admin Assistant

Topics

<i>Next Steps</i>	1:32
<i>Wrap-up</i>	4:49

Transcript

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

WHITNEE

0:00 Thank you for calling Timberline heating and air. This is Cheryl.

GUS

0:02 Hi, Cheryl, can I speak with Whitnee please?

WHITNEE

0:07 Let me see if she's in Taylor's calling.

GUS

0:08 Okay. Yeah. Just Gus from service trade, just following up with her?

WHITNEE

0:14 Okay.

GUS

0:15 Okay. Thank you.

WHITNEE

0:25 She's in Gus, but she's in a meeting. Can I take a message and have her give you a call back?

GUS

0:30 Okay. Yeah, sure. Do you happen to be a service manager, office manager there as well?

WHITNEE

0:35 I'm the service manager?

GUS

0:36 Okay. Yeah. So you, we might be able to answer a few questions for me. I'm... I'm just reaching back out to you all. I think we spoke maybe a year or some change ago right before code that happen and might have just been bad timing. So, service traded a service management platform. So, I was just reaching back out and touching

base to see what kinds of software that you guys have in place now to like, you know, track your work orders and recurring services and stuff like that. Yeah.

WHITNEE

1:05 Me.

WHITNEE

1:08 We use service bench and I do all the dispatching and all the... the printing. Yeah.

GUS

1:12 You're the software, I see.

GUS

1:19 Well, I'm sure you definitely have your hands full there. Now. Does you said service with the ServiceFusion? You said or service?

WHITNEE

1:27 And then we use of BuildOps for our.

--- Next Steps ---

WHITNEE

1:32 For our database and I input all the information that we print off all of our work orders, we still do the carbon copy. Yeah. Hey guys to build out yep.

GUS

1:33 You...

GUS

1:36 I see. Yeah, I see. Okay. Well, I wanted to just, you know, reach back out. The reason for my call is to let you guys know that we have added a lot more features to our platform and just wanted to see if you had time tomorrow or next week or two just to schedule where that 30 minute Zoom demonstration. I'm not sure typically if you're mornings work better or your afternoon, you're gonna work a little better for you?

WHITNEE

2:04 Usually afternoons, let me get your phone number, and then I will give you a call back in and beginning of next week.

--- Next Steps ends ---

WHITNEE

2:11 Okay?

GUS

2:10 Okay. Yeah, certainly. So, my numbers two one three.

GUS

2:17 Five to eight.

GUS

2:22 Three four, one six.

WHITNEE

2:25 Okay. And your first name again... Gus?

GUS

2:27 I'm Gus, yes. And I didn't want to be rude who did not have the pleasure speaking with again? Okay, Cheryl, that's right? Okay. So, yeah, what we do for these meetings is we tailor it for you guys. So that is a waste of your time and it's you know, the most efficient use of your time. So I would feel my territory manager in on things like how many technicians do you guys currently have out in the field?

WHITNEE

2:33 My name's Cheryl.

WHITNEE

2:53 For...

GUS

2:54 So, for technicians, and is this mainly commercial service that you're doing?

WHITNEE

3:00 No residential?

GUS

3:01 Okay. This is, so is there like a percentage of residential versus commercial?

WHITNEE

3:07 I'd say 60 70 30, but we don't do any kind have like restaurants or anything like that. We're strictly H back. We don't have our commercial license to work on chillers. And I mean, we can work on chillers, but I'm like walk INS and things like that. We're strictly H back.

GUS

3:11 Okay.

GUS

3:24 Okay. Okay so... okay. So mainly H back for residential 70 percent, you said and 34 commercial. So, okay, let me see if I can just get a little bit more insight on that since we are specifically geared for the commercial side. So you guys have to have a commercial license to work on like restaurants and stuff like that. Is that correct? So what... what commercial work do you guys do without the license?

WHITNEE

3:33 Yeah.

WHITNEE

3:49 Yeah. Yeah.

WHITNEE

3:55 Restrictly, H, fac...

GUS

3:58 So, H, back for...

WHITNEE

3:59 Does this all like the heating and air conditioning equipment that's it?

GUS

4:04 But is that at restaurants or that's just like buildings, government buildings or stuff? Okay? I see. Okay. So back to the commercial calls. Okay? Are you, do you guys have any plans to, you know, grow the commercial side and... and do more restaurants to get that license in effect?

WHITNEE

4:09 Buildings? Yes.

WHITNEE

4:21 I have no idea.

GUS

4:22 Okay. Alright. Just... just curious just so I can, you know, make sure that it's going to be a good fit for you all?

GUS

4:30 Okay. Do you have any, you know, it sounds like you're still doing a little bit of paper process there? Alright? Is there any, you know, thing that you are looking for

specifically when software comes to mind that would help, you know, make your process a little bit more efficient for you or the technicians?

--- *Wrap-up* ---

WHITNEE

4:49 At the moment? No, no. There's we're pretty happy with the way everything works right now?

GUS

4:51 No... okay... okay.

GUS

4:56 I see. Okay. Alright. Excellent. Alright... alright. Well, thanks for taking the time. I just put that they're in my notes and yeah, look forward to hearing back from you and we'll... we'll see if this or, you know, make sense for you guys to... to do a demonstration and give you a little time to talk it over with some of the other reps there. Alright, I appreciate it. Thanks, Carol. Take care bye.

WHITNEE

5:17 Okay.

WHITNEE

5:20 Alright. Okay. You're welcome. Bye-bye, you too. Bye.

The End