

Call with Starr Mechanical, Inc. -Unknown Unknown

JennyKay McSweeney with Starr Mechanical and Starr Mechanical, Inc. Recorded on 10/25/21 via SalesLoft, 3 min.

Participants

SERVICETRADE

 $\underset{SDR}{\text{JennyKay McSwenney}}$

OTHER

Phone Caller #1

Topics

Call Setup	 	 								 			 		 	 						0:	O
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Transcript

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

--- Call Setup ---

PHONE CALLER #1

0:00 Or mechanical, this is Karen.

JENNYKAY

0:02 Hi, Karen. I'm calling to speak to Justin?

PHONE CALLER #1

0:06 He's not available right now. Can I take a message?

JENNYKAY

0:10 Well, when would be a good time to reach him?

PHONE CALLER #1

0:14 Well, he should be in soon. Can I have him call you or?

JENNYKAY

o:16 Okay. Or he might actually could help me. I don't know if you have a quick second.

PHONE CALLER #1

0:22 Shell try.

JENNYKAY

o:23 Okay. You're sweet. So, my name is JK and I'm a service trade and we're a field management software company and we're designed specifically for commercial service companies. Yeah. And so what we do is we streamline processes. I was calling because I'm curious what you guys are currently using to keep track of your work order management, your scheduling, your dispatching, things like that?

PHONE CALLER #1

0:35 Over.

PHONE CALLER #1

0:47 We are currently using BuildOps.

JENNYKAY

0:51 Okay. Build up and on how long have you all been using?

PHONE CALLER #1

0:56 Let's see since, like April of this?

JENNYKAY

1:01 Okay. And are you all like you build up? Like what are your favorite aspects of it?

PHONE CALLER #1

1:07 Well, yeah, we are like as far as I know.

JENNYKAY

Well, what... what it, all this build ups do, like, what are the things you like that it's doing?

PHONE CALLER #1

Well, it does everything. I mean, we, it's you know, dispatching an invoicing and, you know, it actually does everything.

PHONE CALLER #1

1:31 As far as I know they're very happy with it?

JENNYKAY

1:34 Okay. Very good. Is there anything about it? Like, we know softwares, perfect. Not even our own. Is there anything about it? Like you wish it would be different or change?

PHONE CALLER #1

Well, from my perspective, no, not really. But then I'm not, you know, I only use, you know, a small part... part of it.

PHONE CALLER #1

1:56 So, it'd probably be.

JENNYKAY

1:57 Are you the, what, which, what part to use in other words, are you the dispatcher or are you the office manager? What's your position?

PHONE CALLER #1

2:03 Like basically a service calls and I don't really do the dispatching or whatever and get, you know, to, involved in that portion of it and I don't do the billing or whatever either. So I'm not, you know, I don't use a whole lot of the, you know, aspects, but.

PHONE CALLER #1

2:25 Yeah, I'm... I'm wouldn't really be the right person to speak to about it, but, yeah.

JENNYKAY

2:28 Yeah. Would... would that be? Justin, would that be somebody else in the office?

PHONE CALLER #1

2:32 Yeah, primarily him? Yes.

JENNYKAY

2:35 Okay, perfect. So, maybe I'll call back. What are you thinking about an hour Ish...

PHONE CALLER #1

2:40 Yeah, I would think.

JENNYKAY

^{2:41} Okay, Karen. Thank you so much for your time. You're so sweet to spend that time with me. I hope you have a wonderful day and I'll call you back. I don't know, maybe in an hour and 20 minutes or so. Okay. Perfect. Have a great day. Thank you. Bye bye.

PHONE CALLER #1

2:52 Okay, great.

PHONE CALLER #1

2:55 You too. Bye bye.

The End