



Call with Binsky Mechanical - Frank Lacapra

Chris Resta with Binsky Mechanical
Recorded on 9/25/23 via SalesLoft, 3 min.

Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

BINSKY MECHANICAL

Frank Lacapra

Comm Service Operations Manager

Topics

<i>Call Setup</i>	1:01
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Transcript

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

FRANK

0:00 Thank you for calling binskin Snyder. How am I direct your call?

CHRIS

0:09 Yeah, Chris rests trying to get in touch with anybody like a service manager. I wasn't sure if you guys have that?

FRANK

0:16 For...

FRANK

0:18 For service or is it residential or?

CHRIS

0:21 Yeah, for service on the commercial side?

FRANK

0:25 Hold on please.

CHRIS

0:26 Thanks.

FRANK

0:41 You have reached the vinski commercial service department, please wait while we connect your call. This call may be monitored or recorded for quality assurance and training purposes.

--- Call Setup ---

FRANK

1:01 Good morning, vinskie, Kristen. How may I help you?

CHRIS

1:04 Hey, good morning. It's Chris rest, I am reaching out over to a company called ServiceTrade. Did I catch you at the minute this morning?

FRANK

1:13 Sure. What's that?

CHRIS

1:14 Okay. And I'll keep it real brief. I appreciate the time.

CHRIS

1:19 So, ServiceTrade the company that I'm with, we are the software platform for our commercial mechanical contractors. And what we do is we help with things like, you know, work order management, scheduling, dispatching, quoting.

FRANK

1:33 So, I don't mean to cut you off. The only, I do know that the...

FRANK

1:39 Company we currently use like the platform is under our owner of our company is a big part of on their board.

CHRIS

1:43 Okay.

CHRIS

1:47 Okay. I got you owners.

FRANK

1:49 So...

FRANK

1:51 So, for the platform they're using for like managing, you know, calls and all that, I know that the owner is quite involved, with the software of that.

CHRIS

2:01 Okay. Yeah, it makes total sense. Do you, out of curiosity, I would just, you know, wanted to see what you guys ended up going with software wise?

FRANK

2:12 I know the departments from what I understand, I'm newer to the company, but each of the departments is running on different softwares. The software I'm under is BuildOps.

CHRIS

2:18 You're okay.

CHRIS

2:20 Wow. Okay.

CHRIS

2:24 Okay.

CHRIS

2:26 But everybody's on to something else.

FRANK

2:26 I don't know what other departments are actually using?

CHRIS

2:30 Okay.

CHRIS

2:35 Okay. Makes sense. Well, I appreciate you saving me some time and, you know, out of.

FRANK

2:39 Yeah, good luck there.

CHRIS

2:41 Yeah, I was gonna say out of curiosity, I guess, you know, the owner is probably, the one to go for, if he is sitting on the board of, you know, Bill, do whatever software you know, he's used.

FRANK

2:51 Yeah. Okay. So.

CHRIS

2:54 All right. No worries. Well, hey, I appreciate your help this morning. Hope you have a good day.

FRANK

2:55 Alright. Yeah, no problem. Have a great day.

CHRIS

2:59 Bye.

The End