



Call with Greater Comfort Heating and Air Conditioning, Inc. - Unknown Unknown

Elaina Roney with Greater Comfort Heating and Air Conditioning, Inc.
Recorded on 3/28/22 via SalesLoft, 2 min.

Participants

SERVICE TRADE

Elaina Roney
SDR

OTHER

Phone Caller #1

Topics

<i>Moving Forward</i>	0:16
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Transcript

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

PHONE CALLER #1

0:00 Greater comfort, the system. How may I help you?

ELAINA

0:03 Hi, Jan. Are you the service manager there?

PHONE CALLER #1

0:09 I am, I'm in our commercial service department.

ELAINA

0:11 Okay, great. I was looking to speak with you. We just had a quick second for me today.

--- Moving Forward ---

ELAINA

0:17 Okay? So you said you're the head of commercial is you guys do a lot of that commercial service? Okay. Cool. So then I am with a company called service trade and what we are as a service management platform, and we help specifically the commercial service contractors, streamlined process like that. We like I said, we're a service management platform. And so we handle things from scheduling, dispatch, tracking those recurring services, managing your work order, all, which lead to increased repair revenue. The reason for my call today was just to kinda see how you guys were running. If you guys are currently using the software, are you guys have like a, are you just on like paper and pen?

PHONE CALLER #1

0:16 Okay.

PHONE CALLER #1

0:22 We do.

PHONE CALLER #1

0:32 Okay.

PHONE CALLER #1

0:47 OSHA, we actually just started with BuildOps in February and we're probably not going to be changing that for at least five years. Yep. Yeah.

ELAINA

1:05 Okay. I gotcha...

ELAINA

1:11 Right. Okay. Well, yeah. So again, I'm just, we're... we're service trade and we do these like 30 minute like demos so you can take a look at the software. I know you just said that you guys kinda switched over but.

PHONE CALLER #1

1:25 Yeah, we're not looking to go through a switch again anytime soon. We were with service tighten last year, and now we're with BuildOps. So we are not looking to change anytime soon. Alright. Alrighty. Thank you.

ELAINA

1:28 Yeah. Okay.

ELAINA

1:33 Cool. Alright. Thanks for your time.

The End