



# **Call with Polar Bear Services, Inc. - Jacqui Unknown**

Matthew Palmer with Polar Bear Services, Inc.  
Recorded on 1/5/23 via SalesLoft, 4 min.

## **Participants**

### **SERVICETRADE**

Matthew Palmer  
*SDR*

### **POLAR BEAR SERVICES, INC.**

Jacqui  
*Owner*

# Transcript

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

JACQUI

0:00 Good evening, Poland services. Can I help you?

MATTHEW

0:01 Hey, good evening. Could you transfer me over to the service department?

JACQUI

0:08 You're talking to, what can I do for you?

JACQUI

0:12 We're we're a small shop. Well, we're a large business, but small shop field, you've reached the service department. What can I do for you?

MATTHEW

0:13 Is that again?

MATTHEW

0:21 Okay. By chance, are you one of the dispatchers in regards for like the service software?

JACQUI

0:28 Yes, that too. I own the business. My husband and I do.

MATTHEW

0:31 Okay.

MATTHEW

0:34 Okay, perfect. My name is Matt. I'm given a call over from service trade. It's a field management software company just wanted.

JACQUI

0:39 We actually use build up. We're going to be in. I just signed up and we're going to be using build ups but if it doesn't work out, I'll keep you in mind.

MATTHEW

0:47 Okay. You guys?

MATTHEW

0:50 Chat kinda got you guys over to boutops.

JACQUI

0:54 I don't know mother nature, I have no idea, but it happened.

JACQUI

1:00 We looked at service tighten or we have fire line and that is a dynasore, it's an old access program. They have, they won't upgrade, doesn't handle the.

JACQUI

1:14 The load that we need because I have 13 technicians and we service 13 counties and they all work week. So that just doesn't work. So, we looked at service tighten and they were like a dog with a bone and wouldn't quit calling. And I'm like, no, I don't want push. So we ended up going with Bill. But if it doesn't work out, you said it was service trade, correct?

MATTHEW

1:16 Yeah.

MATTHEW

1:29 All right.

MATTHEW

1:35 Yeah, service trade. Do you guys work with a lot of commercial or you guys do more residential?

JACQUI

1:39 99 point nine nine nine percent commercial every once in a while when we very first opened, we had residential and we've got these little old lace that we used to take care of when we very first opened 13 years ago, and they'll still call us and can David come over and pick our, as our, my, her and do maintenance on it and we send a technician over and we change their filters for them?

MATTHEW

1:43 Okay. That's...

MATTHEW

2:05 Okay. Well, yeah, that's actually exactly what we're built for at, as well as being such a large platform that you guys do, I know it's really hard especially for invoicing. And with the communication with text.

JACQUI

2:05 So, yeah, we're all commercial.

MATTHEW

2:22 Being out in the field, would you, I don't know. Would you guys be open to actually just checking a sale just via demo with about 30 minutes? Okay?

JACQUI

2:30 I can't I'm in a contract with BuildOps and it would be kind of a waste of your time. But if you'd like to send me an email, I can give you my email and I will archive it and hold onto it. Because if BuildOps doesn't work out, I have a minimum, a two year contract with BuildOps. But if it doesn't work out, I'm definitely going to be looking again and I am not using service. Tighten. One of the worst things you could do is tell somebody that your competitor uses them. That was the other thing that totally I went say what no way.

MATTHEW

2:47 So...

MATTHEW

2:56 What's the...

MATTHEW

3:07 For sure, what's a good email I can send over? Yeah. Well, actually I do have one here. Can I ask, is it Jacqui at Polar Bear services?

JACQUI

3:09 You know what I mean?

JACQUI

3:12 Good email is, Jackie?

JACQUI

3:22 That is me. Yes, sir.

MATTHEW

3:25 Okay, perfect. I'm gonna send that over you. Happy new year.

JACQUI

3:26 You have a wonderful evening. Happy new year.

*The End*