



Call with Record Energy Concepts Inc - Norm Record Jr

Chris Resta with Record Energy Concepts Inc
Recorded on 8/4/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Chris Resta

Associate NorthBoundary Account Executive

RECORD ENERGY CONCEPTS INC

Norm Record Jr

CEO

Topics

<i>Call Setup</i>	1:45
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Transcript

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

NORM

0:00 Thank you for calling record energy concepts. If you know your party's extension, you may dial it now. If you need to schedule service or need an estimate, press one for installations and project management, press two for accounts payable.

CHRIS

0:08 No problem.

NORM

0:17 Please wait a moment while we connect your call.

NORM

0:51 Thank you for calling recruit energy.

CHRIS

0:55 Hey, it's Chris rest. I was trying to get in touch with like a service manager.

NORM

1:01 That would be Mike. He's actually in his, they're doing their weekly Installation meeting. I can transfer you down to his voicemail. Are you looking for a service call or?

CHRIS

1:06 Okay.

CHRIS

1:09 Yeah, yeah.

CHRIS

1:11 Not not exactly to be honest with you. I am reaching out over at a company called service trade and we're like a field service management tool and I know we spoke with you guys back and it was a while ago, but I think I believe you guys are running on like field for Construction and in the service side. So, I was just hoping to kinda see if anything's changed in regards to that and just see if it'd be relevant to kinda schedule like a demonstration with Mike?

NORM

1:37 Well, he wouldn't decide that anyway.

CHRIS

1:40 You wouldn't okay. The other, the other thing is I'm not really sure like who would kinda handle that for you guys?

--- Call Setup ---

CHRIS

1:46 So I kinda wanted to, you know, ask you if you could point me in the right direction.

NORM

1:45 Yeah.

NORM

1:52 What was your name again?

CHRIS

1:56 Chris, rest?

NORM

1:58 Yeah. You talked to you talked to me like two days ago?

CHRIS

2:03 What's your name?

NORM

2:04 Yeah, I got you. My name is Sean.

CHRIS

2:07 Sean. Okay.

NORM

2:08 Yeah, yeah. So, yeah, yeah. Yeah, we talked for like half an hour.

CHRIS

2:13 Yeah. Okay. I do remember this, yeah.

NORM

2:14 You sent me a little, okay. Yeah. Have some more coffee.

CHRIS

2:16 You...

CHRIS

2:19 Yeah, I know, right? I need to, it's Friday and...

NORM

2:22 God, I know. I'm dragon. So, yeah, now, we, I haven't even had a chance to broach it with my GM, but they're still in the midst of trying to untangle our issue with BuildOps. We never actually got operational at all. So we're still... yeah, we're still using ESC now, they to put it very bluntly, they just talked.

CHRIS

2:24 Yeah.

CHRIS

2:34 Man. Okay. You guys too. Yeah.

CHRIS

2:42 Yeah, man. You guys aren't the only one that's why I was like you guys are going to that too?

NORM

2:48 So, I was talking about when I was, we tried to do a Google search for negative reviews and they must have a good software that pulls it off because you can never find them.

CHRIS

2:56 Yeah. I do remember this now yep it is ringing a bell. But then, okay, do you have, any?

NORM

3:00 But now I have, go ahead.

CHRIS

3:03 I was just gonna say, do you have, any questions for you? I'm not sure if you've kinda had the time to, look at it sent over but.

NORM

3:08 I haven't even, yeah, I'm just looking at the e-mail right now, but I haven't even had a chance to hit the link, and do a test look at yet.

CHRIS

3:10 Okay.

CHRIS

3:16 Okay. You're you're all good, man? Yeah, I just left my number in there. So whenever you get the time and then, yeah, if you have any questions, just feel free, to reach out. I apologize, man. Friday is going to be dirty.

NORM

3:26 Okay. It's okay.

NORM

3:30 I completely understand the feeling. So, no worries.

CHRIS

3:31 All right. But have a good weekend, man.

NORM

3:34 You too. All right?

CHRIS

3:35 All right. Thanks. Bye.

The End