Call with Encore Mechanical LLC - Jared Thompson

Jace Stephenson
Recorded on 10/3/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Jace Stephenson
SDR

OTHER

Phone Caller #1

Topics

Transcript

PHONE CALLER #1

0:00 Thank you for calling on core mechanical LLC. Please listen carefully as our menu options have changed to reach John Wayne. Press one for estimating, press two. For the superintendent, press three. For the accounting department, press four. Our hours of operations are Monday through Friday, eight am to five PM Central Standard Time. If you have reached this recording during our normal business hours, we are either currently assisting another customer or out of the office for all other requests. Please leave a detailed message after the tone.

JACE

0:01 Okay. Do you what you?

PHONE CALLER #1

0:44 Hello, this is Esra with honor mechanical.

JACE

0:53 Hey, era. I am not sure if I hit the right extension. I was looking for Jerry Thompson.

PHONE CALLER #1

1:04 Jerry Thompson doesn't work with on com mechanical anymore. Can I help you?

JACE

1:08 Okay. Yeah, definitely. I am calling with my company service trade. We're a service management software for commercial mechanical contractors. So, you know, if I caught you with a minute of time and that's something that you deal with, I'd just be looking to discuss that further with you.

PHONE CALLER #1

1:26 What do you mean by service management?

JACE

1:29 Yeah. So we help with things like work order management, scheduling, dispatching, loading, increasing your revenue through sales success. And the biggest value portion from us is gonna come from keeping us on top and on track with your like maintenance plan, service agreements, things like that.

1:46 We already have, we just, we are actually, we have already a program that we just bought into, that we're working with right now to get set up.

JACE

1:53 Okay.

JACE

1:58 Okay. Yeah, for sure. No worries. Definitely understand that. What system were you guys on right now?

PHONE CALLER #1

2:06 We're now, we're using BuildOps.

JACE

2:09 Okay. For sure.

PHONE CALLER #1

2:11 Yep.

JACE

2:12 I've heard of them often. Are you guys like fully started with them yet? Or are you still in the implementation process?

PHONE CALLER #1

2:18 No, we are. Well, we just went live this week, so.

JACE

2:22 Okay. No worries. Well, you know, in that case, I definitely understand.

--- Wrap-up ---

JACE

2:27 I may give you a ring here, you know, in a couple of months just to see how things are going and see how you like it. And I'm so sorry, I didn't quite catch your name at the beginning. What was that again?

PHONE CALLER #1

2:38 It's Ezrah, that's ezrayes.

JACE

2:39 Era. Awesome. Well, yeah, era. I definitely appreciate your time this morning, and, you know, just to make sure that even would be, you know, worth me following back with you in a couple of months. So I don't waste your time. Are you guys mostly still doing commercial work?

PHONE CALLER #1

2:55 Yes.

JACE

2:56 Okay. And how many technicians did you say that you guys have?

PHONE CALLER #1

3:00 We have two at the moment. Actually, no, we have more than that, but they're on our Construction side, but it varies so I can't give you a direct number, more than two.

JACE

3:01 Yeah.

JACE

3:04 Okay. Yeah, sure. Yeah.

JACE

3:10 Okay. Yeah, I get that.

JACE

3:14 No, I totally get that more than two. No, I get that. Well, that's definitely helpful as I appreciate your time today, and give me, you know, a minute of it and I'll follow back with you in a couple of months and see how things are going, but I hope you have a great rest of your day era.

PHONE CALLER #1

3:29 Thank you. You have a good rest of your day as well.

JACE

3:31 Thanks. Bye bye.

PHONE CALLER #1

3:33 Bye.

The End