



Call with Binsky Mechanical - Joseph Giusti

Sarah Pittard

Recorded on 1/11/22 via SalesLoft, 4 min.

Participants

SERVICETRADE

Sarah Pittard

Territory Manager

OTHER

Phone Caller #1

Topics

<i>Call Setup</i>	1:04
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Transcript

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

PHONE CALLER #1

0:00 Hello, and thank you for calling been skiing Snyder. You can press nine at any time to repeat this menu. Please press one. For this key commercial lender, emergency eight, Vic, plumbing and electrical service department. Press two. For minsky home and residential services. Press three.

SARAH

0:08 Okay.

PHONE CALLER #1

0:19 Please hold while your call is connected to been ski commercial service?

PHONE CALLER #1

0:33 Thank you for calling Kentucky commercial service. Please press zero, say your name followed by the pound key and one of our dispatchers, we'll be right with you.

SARAH

0:44 Okay.

PHONE CALLER #1

0:46 At the tone, please say your name then press pound.

--- Call Setup ---

PHONE CALLER #1

1:04 Hi, this is Eric husbands get service. How can I help you?

SARAH

1:08 Service manager in that I could speak with.

PHONE CALLER #1

1:14 At the moment, I believe they're old stuck in meetings right now. Could I ask who's calling?

SARAH

1:20 Yes, this is Sarah calling from service trade. I'm just calling regarding HR conference. Do you know if any of you guys are planning to attend?

PHONE CALLER #1

1:34 Off the top of my head, I don't and I wouldn't want to give you wrong information here. Sarah, would I be able to take some information for us to get back in touch with you about? But?

SARAH

1:44 Yeah, that's fine.

PHONE CALLER #1

1:47 Perfect. What would be a good call back number for you?

SARAH

1:51 Yeah, it's four, zero, seven, nine, zero, one, nine, six, four or five?

PHONE CALLER #1

2:02 Nine six, four or five, and you are calling to find out if any of our service managers are going to be attending the HR training?

SARAH

2:08 HR conference. Yes.

SARAH

2:13 We're we're a field service management platform. We work specifically with commercial service trackers, so we, we're... we're going to be there and have a, do you guys do a lot of service, correct?

PHONE CALLER #1

2:14 HR conference?

PHONE CALLER #1

2:31 Yes.

SARAH

2:32 Okay. Do you know if you guys are currently using a platform to help with? Like your work order management and like scheduling and dispatching?

PHONE CALLER #1

2:42 Yes, we are actually, we are... we are very heavily committed to the program that we are using. We just started up with a new one back in November.

SARAH

2:51 Cool. What do you guys end up going with?

PHONE CALLER #1

2:55 We're using a program called BuildOps.

SARAH

2:58 Okay. Yeah, I've heard of them. So you're still right now?

PHONE CALLER #1

3:03 Gotcha. Yeah.

PHONE CALLER #1

3:07 To a certain extent, we started using it back in October but what I can tell you 100 percent for 30 minutes, but I know that they're fully committed to BuildOps and that they're not going to be changing anytime in the near future probably.

SARAH

3:19 No.

SARAH

3:22 I completely understand. Alright. Well, yeah, I can give me a call back if they're planning to attend or I can reach back out later, but I appreciate your help.

PHONE CALLER #1

3:26 Got ya.

PHONE CALLER #1

3:37 Yeah, no problem. Once my service manager gets out of their meeting, I will pass on this information. Let them know you called and have them reach out.

SARAH

3:46 Okay, awesome. And what was their name?

PHONE CALLER #1

3:51 I believe it's going to be either, and for Frank that gets in touch with you.

SARAH

3:57 Okay, awesome. Alright. Thank you so much. I hope you have a good rest of your day.

PHONE CALLER #1

4:04 Thank you... you as well, Sarah. Be well.

SARAH

4:05 Thanks bye.

The End