



Call with Energy Logix of Texas - stephanie saldana

Emily Whitehurst with Energy Logix of Texas
Recorded on 10/14/22 via SalesLoft, 2 min.

Participants

SERVICETRADE

Emily Whitehurst
Territory Manager

ENERGY LOGIX OF TEXAS

Stephanie Saldana
Office Manager

Transcript

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

STEPHANIE

0:00 Please hold while I tried to connect you.

EMILY

0:00 Okay.

STEPHANIE

0:13 Energy logic. So this is Cindy. How can I help you?

EMILY

0:16 Hi, I'm calling for Stephanie.

STEPHANIE

0:18 She is not what this company. Is there something I can help you with?

EMILY

0:21 Okay. Yeah. I, I'm just reaching out for a service manager, office manager then.

STEPHANIE

0:27 I'm the office manager.

EMILY

0:29 Okay. Yeah. So my name is Emily. I'm reaching out from a company called service trade. Not sure if that rings a bell, but yeah, we'd spoken with you in the past. It's a field service management tool built for the commercial service industry. So, things like tracking work order history, quoting dispatching. So I was just reaching out today to see if you guys were currently using a software platform for that kind of stuff. Just kind of what your processes there.

STEPHANIE

0:56 Yeah, we actually do have a software that we use. We service palo at this time. Don't think we're looking into changing it anytime soon?

EMILY

1:02 Okay.

STEPHANIE

1:07 Maybe in the future, but not, right? Not this year.

EMILY

1:11 Okay. I gotcha. Did you say service pile or service pilot?

STEPHANIE

1:15 Service pal?

EMILY

1:16 Okay. I'm not sure I've ever heard of that before. What all does that do for you guys?

STEPHANIE

1:21 It tracks our work orders, jobs, projects and we have all of our contracts and they're in different forums with the guys the technicians fill out and then attach pictures too.

EMILY

1:35 Okay. I gotcha. So how long ago did you guys sign with service pal?

STEPHANIE

1:40 My goodness.

STEPHANIE

1:43 I'm not sure way before my time.

EMILY

1:45 Okay. I gotcha, have you guys to your knowledge, ever like looked into any other softwares? I know they had looked into service trade, but besides that, anything else or?

STEPHANIE

1:54 Yeah. We, we've looked into FieldEdge, and we've looked into BuildOps.

EMILY

1:59 Okay. So just out of my curiosity, what made you guys, you know, decided to stay with service? However everyone else?

STEPHANIE

2:06 I think it's the fact that we can't get all the information out of service pal, and we have a lot of surgery centers and we have to keep their information for at least three

years.

EMILY

2:15 Okay. Yeah, that does make sense. Okay? I gotcha. Well then, yeah, I'll make a note to circle back around here and maybe the next year then, and just see how things are going. Okay. Yeah, thank you for your time. Bye.

STEPHANIE

2:24 Okay. Yeah. Sounds great.

STEPHANIE

2:28 You're welcome. Bye bye.

The End