



# Call with Industrial Door Company - Neysha Lizasuain

Brooke Caskey with Industrial Door Company  
Recorded on 6/13/23 via SalesLoft, 3 min.

## Participants

### **SERVICE**TRADE

Brooke Caskey  
*Territory Manager*

### **INDUSTRIAL DOOR COMPANY**

Neysha Lizasuain  
*Admin*

# Topics

*Call Setup* ..... 0:00

# Transcript

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

--- Call Setup ---

BROOKE

0:00 Hey, is now an okay time. I know you, she said that you?

NEYSHA

0:01 Hi, Brooke. How can I help you?

NEYSHA

0:06 No, it's not an okay time. I told they came and they told me I'm dealing with some material issues from some jobs that are supposed to be going tomorrow, that, can I go tomorrow? We have to reschedule them. So, I'm trying to get that all situated. But they told me that you said that email was not good enough that you needed me to call you. So I am calling you for you to let me know what it is that you need.

BROOKE

0:26 Well, I'm sorry, I didn't mean to phrase it like that. I just might call me when you have a minute. You're you're free to call me back at another time. I definitely don't want to interrupt you when you're busy.

NEYSHA

0:36 No, no, no. So care still hasn't gotten anything over to.

NEYSHA

0:42 My God to builders or BuildOps, which is why I haven't gotten back to you guys. I'm still waiting for her to send her stuff over and I'm still waiting for them to send everything over. It's the only reason why I haven't sent anything over to you guys. I have nothing to send right now. So my arms are kind of crossed. I've asked her a couple of times to send it over. But right now, we're having a lot of problems with scheduling and she's the main scheduler so obviously that takes priority in her day. So... yeah, I'm just give me a couple of days. I'm gonna try to like nudge her a little more to get those numbers over. And then I can get you guys numbers over. I just, I have no control over, that sector because I don't have access to, the numbers that BuildOps needs from her.

BROOKE

0:47 I work.

BROOKE

0:52 Okay.

BROOKE

0:58 No, yeah.

BROOKE

1:23 Yeah.

BROOKE

1:31 Yeah, no. Again, I'm not calling you to stress you out by any means really. The reason I was calling is because I was talking to Jack last week and I found out that I'm getting moved to a different territory. So, I've been calling all my accounts. I've been calling all. Yeah, I've been calling all my accounts I've been working with just to let them know that after the end of June, I won't be the one working with you and nasa. We've been working since we've been working together since January. I would absolutely love to be the one that earns your business if it's possible. But that's not me putting pressure on you. That's me just saying that I'm getting moved.

NEYSHA

1:42 Shit.

NEYSHA

1:45 On...

NEYSHA

1:55 So, end of June.

NEYSHA

2:01 No, but it does put a little pressure on us because I don't want to deal with anybody else. Okay? So, let me talk to a, I'm actually talk to her right now. I don't give a she's doing. I'm gonna talk to car right now. I'm gonna see if she can get those numbers over. And hopefully I'll have an answer you or you by the end of the week, just give me a little bit. If I don't get back to tomorrow, don't get scared. I'm gonna slap the snow on my computer. So, every time I open it, I see it and then just, give me a couple of days, okay?

BROOKE

2:11 Hi.

BROOKE

2:20 Okay.

BROOKE

2:23 Yeah.

BROOKE

2:31 Yeah.

BROOKE

2:35 Yeah.

BROOKE

2:38 Yeah, I appreciate it. And again, like me and Jack are ready to fight to get you a good deal. But I just wanted to make you aware of that change that's coming. But yeah, I will not.

NEYSHA

2:40 Okay.

NEYSHA

2:45 Yeah, no, no, no. That's a big change. I don't wanna go through this again.

BROOKE

2:48 Yeah.

BROOKE

2:52 I don't blame you. Software searches are not fun and I've yeah.

NEYSHA

2:55 No, no, no, no. And then you like, you know, everything about everything that we've been doing. So, yeah, no, no, no. Give me, just give me a couple of days, okay?

BROOKE

3:00 All right. Okay. Cool. Well, I hope the rest of your week as well. Thanks, nasa. Bye.

NEYSHA

3:04 All right. Bye. No problem. Bye.

*The End*