



# Call with Steele's Mechanical - Eric Dockery

John Thompson with Steele's Mechanical  
Recorded on 11/15/22 via SalesLoft, 3 min.

## Participants

### **SERVICETRADE**

John Thompson  
*SDR*

### **STEELE'S MECHANICAL**

Eric Dockery  
*Service Manager*

# Topics

<i>Next Steps</i> .....	1:28
-------------------------	------

# Transcript

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

ERIC

0:00 Him, if he services Travis?

JOHN

0:02 Hey, Travis. Good afternoon, John. Thompson. I'm just trying to catch Cody.

ERIC

0:06 Yes, sir. Give me one second. Let me transfer you.

JOHN

0:07 Thank you.

JOHN

0:09 Appreciate it.

ERIC

0:17 Wow.

ERIC

0:31 Hello, this is Cody.

JOHN

0:33 Hey, Cody. It's John Thompson calling from service trade. Did I catch you with a quick minute?

ERIC

0:37 You got what you got?

JOHN

0:39 I was giving you a quick call. We're a service management platform for the commercial mechanical industry and just assist with the work order management, scheduling, dispatching according for repairs brand across your info here. I didn't know if you guys run a paper process. They're using some sort of software.

ERIC

0:55 We have a software.

JOHN

0:56 What are you guys using their?

ERIC

0:58 BuildOps?

JOHN

0:59 Okay. How's that been going for you?

ERIC

1:01 Pretty good. I mean, there's couple of things that they're continuing to work on to make it better. But for the most part, we seem to be pretty happy with it.

JOHN

1:09 Okay. Right on, you know, it wasn't trying to change your business overnight or anything. Was trying to make an introduction more or less with the holidays upon us. My company, what we've been doing is setting up these quick 25 30 minutes zooms just to show our software and how it works just to take the sales bite off it's bit more or less just to see if it's a fit for you guys.

--- Next Steps ---

JOHN

1:28 And that's it for us as well. I wanted to see if you might have maybe 25 30 minutes towards the end of this week or beginning of next, just to check out what we have.

ERIC

1:38 To be honest, I'm really not sure month. They just kinda flag off, kinda forgot about assuming my pants throughout the week. So, this day to day, if you want to send me an email with the information. It's probably gonna be the best way for me to have time to look at it.

JOHN

1:41 Okay.

JOHN

1:52 Actually, only thing is, I don't really know like since what we do since we kinda curtail our demos specific to you and your business, I don't know what I'd put it into an email that would be really valuable for you. Would it be possible to maybe, you know, pencil in something towards the end of the week and when I can call the call day over morning of if we need to move it around accordingly, we can.

ERIC

2:02 Huh.

ERIC

2:14 Well, I'll say his, I'm off actually at the end of this week, Thursday, I'm going to go into Clemson for the weekend.

*--- Next Steps ends ---*

JOHN

2:20 Lucky you.

ERIC

2:22 So, I mean, if we want to potentially schedule something in next week, we can, but I have to get approval from operations manager before I do anything of the search.

JOHN

2:32 Okay.

ERIC

2:33 Can you, can you at least email me your contact information? That way? I have it. And after I talked to my president, I can go forward from there.

JOHN

2:42 Yeah, absolutely. What's your email address?

ERIC

2:44 It's Cody KODY dot mostly and go mosey, I Ngo at MVP, Marissa. We're, Paul SRV dot com?

JOHN

2:56 You got it off our email over to you and look forward hearing from me.

ERIC

3:00 All right. Thank you, sir. Bye.

JOHN

3:01 Thanks, Cody. Bye bye.

*The End*

