



Inbound Call with (780) 231-7084

Logan Engel
Recorded on 3/11/22 via SalesLoft, 4 min.

Participants

SERVICETRADE

Logan Engel
Account Manager

OTHER

Phone Caller #1

Topics

<i>Wrap-up</i>	3:31
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Transcript

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

LOGAN

0:00 Hello, this is Logan.

PHONE CALLER #1

0:02 Hi, Logan, her, you called my front office manager. This is Peter from leaving services?

LOGAN

0:10 Hey, yeah. So I actually spoke with Jason prentice yesterday and he mentioned I should talk to you. Do you have a quick minute?

PHONE CALLER #1

0:19 Sure. I mean, we... we did just transition to a new software. So we're not really in the market for anything at the moment... moment, but what... what do you guys deal and?

LOGAN

0:28 Okay.

LOGAN

0:31 Yeah. So we're a service management platform. So, same situation, like with software we're designed for commercial mechanical industries and we help companies like a read and core refrigeration with work order management, dispatching, scheduling, quoting for payers. I was just wondering how your text are doing things in the fields, but it sounds like you'll have a software. What did y'all start on?

PHONE CALLER #1

0:46 Okay.

PHONE CALLER #1

0:58 Well, we've had a, we just transition to BuildOps from a, on a platform called service box. So, I mean, yeah, we're fairly modernize. The other side. Actually isn't... is still kind of old school when you spoke to Jason practice there, but they're not interested in upgrading their system, I guess so. But.

LOGAN

1:17 Yeah.

LOGAN

1:21 Yeah. He said they're on the construction side, they don't really have like a software type thing, but he said that you all would probably be right up the all valley and that's why I gave the contact and everything. Well, well, just to let you know, here at service trade, we are offering free demos, I'm just so you can see what all we offer, see if it's even a good fit. It's no commitment or anything like that. It's just a 30 minute demo where you'll sit down via Zoom and see, speak with one of my territory managers and just go over, you know, the benefits of it and make it specific to your needs and what your company wants out of it essentially. Are you all are more commercial based, right?

PHONE CALLER #1

1:29 Yeah.

PHONE CALLER #1

1:35 Fair enough.

PHONE CALLER #1

1:54 Yeah.

PHONE CALLER #1

2:13 Well, no, we're we do pretty much everything. We're H, vac, refrigeration, and we are service and construction commercial industrial.

LOGAN

2:21 Okay, perfect. Okay. Cool.

PHONE CALLER #1

2:26 I would say probably... probably give us a call maybe in... in a year or so and... and check in on how we're liking our current system. But this point, I'm definitely, I went through a whole bunch of these demos when I... when I went through the process of taking a platform. And at this point, you know, it's a good to your process to... to transition and get a good handle on if that software is working for us. So, you know, maybe in a year to two years from now, there might be an opportunity to switch again if we're not happy with where we're at. But at this point, we're... we're getting even if I wasn't quite happy, I'm not going to be going through that process again any time soon.

LOGAN

2:26 Yeah.

LOGAN

3:11 Totally understandable. Just so, you know, for in the future, we definitely, it's not one of those where you have to take like a whole year for the onboarding and everything. If you wanted to switch just, you know, for your peace of mind, and everything, would it be okay if I sent over an email that way? You just habit, and if you ever want to reach out, you have my information.

PHONE CALLER #1

3:21 Yeah.

--- Wrap-up ---

PHONE CALLER #1

3:31 Sure.

PHONE CALLER #1

3:34 Sure.

LOGAN

3:36 Cool. What's a good email for you?

PHONE CALLER #1

3:39 Peter at LEHM a... NNNECH dot CA.

LOGAN

3:49 Perfect. All right. And like I said, I'm if you end up changing your mind or just want to check out the demo just to check it out again, it's no commitment or anything like that. I just wanted to give me my contact and everything and yeah. So thank you so much for your time and the call back. I really appreciate that and I'll send that email out right away.

PHONE CALLER #1

4:09 No problem. Thank you. Have a good day.

LOGAN

4:11 You too. Thank you. Bye.

The End